

<b>AWARD/CONTRACT</b>		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)		RATING	PAGE 1 OF 140 PAGES	
2. CONTRACT (Proc. Inst. Ident.) NO. <b>GS00V08PDD0072</b>		3. EFFECTIVE DATE Same as Block 20C		4. REQUISITION/PURCHASE REQUEST/PROJECT NO. Not Applicable		
5. ISSUED BY General Services Administration Central Office Contracting Division (ACM-D) 1800 F Street, NW (Room G-127) Washington, D.C. 20405 Robert H. Corey (202) 501-1797 bob.corey@gsa.gov		6. ADMINISTERED BY (If other than Item 5) Same as Block 5		7. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  <b>Electronic Data Systems Corporation</b> 13600 EDS Drive Herndon, VA 20171		
8. DELIVERY <input type="checkbox"/> FOB ORIGIN <input checked="" type="checkbox"/> OTHER (See below)		9. DISCOUNT FOR PROMPT PAYMENT  Net 30 Days		10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN ITEM See Section G		
11. SHIP TO/MARK FOR "Ship To" address will be cited on individual task orders		12. PAYMENT WILL BE MADE BY "Payment Office" address will be cited on individual task orders		13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) <input type="checkbox"/> 41 U.S.C. 253(c)		
14. ACCOUNTING AND APPROPRIATION DATA Will be cited on individual task orders		15A. ITEM NO. 15B. SUPPLIES/SERVICES The Contractor shall provide a wide range of automated and manual customer support services to respond to inquiries about Federal Government programs, policies, information sources and agencies from the general public and other sources, all in accordance with Section C, Performance Work Statement. An asterisk in Section I indicates a clause that was added after release of the solicitation.				
15C. QUANTITY		15D. UNIT		15E. UNIT PRICE		15F. AMOUNT
						Overall Contract Minimum Order Amount
						(See Section H.2)
						15G. TOTAL AMOUNT OF CONTRACT \$ 10,000.00
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<b>CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE</b>						
17. <input checked="" type="checkbox"/> CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)				18. <input type="checkbox"/> AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any condition sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.		
19A. NAME AND TITLE OF SIGNER (Type or print) <b>Jill E. Carney</b> <b>Contracts Manager</b>				20A. NAME OF CONTRACTING OFFICER Robert H. Corey, Contracting Officer General Services Administration		
19B. NAME OF CONTRACTOR (b) (6)				20B. UNITED STATES OF AMERICA (b) (6)		
19C. DATE SIGNED 02/29/2008				20C. DATE SIGNED 3/11/2008		

**SECTION B**

**SCHEDULE OF SUPPLIES OR SERVICE**

**B.1 DESCRIPTION OF SERVICES**

The Contractor shall furnish all personnel, facilities, technology infrastructure, supplies, and services required to plan, implement, operate, and manage multi-channel contact center services as specified in Section C, Statement of Work (SOW).

**B.1.1 Project Start-Up**

Charges associated with Project Start-Up shall include one or more of the following:

a) Facility and Equipment – Costs incurred to prepare the site and systems at each center to support task requirements, including facility, equipment, supplies and services.

b) Initial/Special Training – Labor and supply costs incurred to develop training materials and to conduct training of the initial complement of Information Specialists (ISs) or any additional ISs above the initial complement needed to support task requirements (note that this does not include any training costs for new personnel to replace ISs who leave the project [for example, through attrition training] or for any on-going or refresher training conducted by the Contractor to ensure compliance with performance requirements).

c) Knowledge and Content Development – Labor and supply costs incurred to develop and prepare the knowledge base to support task requirements.

d) Project Implementation Support – Labor, travel and supply costs incurred in support of start-up activities.

**B.1.1.1 Facility and Equipment**

This is a one-time charge to be paid for all facility, equipment, software, supplies and services needed at each center to support task requirements. The charge includes a fixed base component plus an incremental component.

**B.1.1.2 Initial/Special Training**

This is a one-time charge to be paid for labor and supply costs incurred to develop training materials and train the initial complement of ISs or any additional ISs above the initial complement needed to support task requirements. The charge can also be applied to any training or related activities directed by the Government to accommodate specific needs. The charge includes labor and supply costs for course development, training materials, and instructors and the labor costs for Information Specialists attending the training or related activities. This charge does not apply to any on going or refresher training conductor by the contractor to

project management staff (e.g., Contractor's Project Manager, site manager, technical and security personnel, human resource personnel, administrative personnel, knowledge specialists, etc.), routine travel, and support services required to support task requirements. Core Project Management Support is the minimum resource level that the contractor has allocated in order to perform all of the project management functions identified in Section C.3.5 for each project complexity level for a dedicated single site solution. For dedicated solutions involving multiple sites and/or more complex implementation, the Contractor may augment the Core Project Management Support with Incremental Project Management Support identified in Section B.1.2.2 below.

#### **B.1.2.2 Incremental Project Management Support**

This is the fixed hourly charge for incremental support needed to accommodate specialized and unique requirements, or new requirements added subsequent to initial project implementation that require additional resources beyond those provided for under Core Project Management Support. The support may be ordered as a one-time support for a specialized project or for recurring support to augment the Core Project Management Support. The incremental support may consist of support provided by one or more of the following labor groups, as defined in Section C.3.5.2 thru C.3.5.9:

#### **B.1.3 Telecommunications Services, Automated Services, and Other Support Services**

These are charges for services provided and maintained by the Contractor in support of task requirements for the duration of the performance period. Charges may include a one-time service initiation or change order charge and a monthly recurring or usage-sensitive charge. The one-time charge may be a fixed unit rate or hourly labor rate. The recurring charge may be a monthly charge or usage-sensitive charge based on a fixed unit or hourly labor rate.

#### **B.1.4 Attended Services – Dedicated Solution**

These are charges for providing attended services using resources that are dedicated to the specific task. The requisite skill levels of the Information Specialists utilized to provide the services are those defined in Sections C.3.2 and C.4 respectively. The "IS Hourly Rate" is the fully burdened fixed unit rate to be paid for each hour of work performed by an IS for a specific task. The fixed IS Hourly Rate reflects the blended hourly rate for work performed by an IS plus any support personnel (e.g., quality monitoring personnel, trainers, etc.) and any recurring costs associated with facility, equipment and software, and maintenance required to support the IS in the performance of task requirements.

#### **B.1.5 Attended Services – Shared or Non-Dedicated Solution**

These are charges for providing temporary or long-term attended services using non-dedicated resources provided and managed by the Contractor. *The fixed unit rate reflects the fully burdened rate for work performed by an IS plus project management and any support personnel (e.g., project and site managers, supervisors, quality monitoring personnel, trainers, etc.) and any recurring costs associated with facility, equipment, and maintenance required to support the IS in the performance of task requirements.* The charges are based on the actual handling time (including call wrap-up time) required for

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173 **B.2.5 Attended Services (Dedicated Solution) - Information Specialist (IS) Hourly**  
174 **Rate**

175 This is the fully burdened fixed unit rate to be paid for each IS hour worked. The hourly rate  
176 includes the blended labor costs of IS and relevant support personnel (e.g., quality  
177 monitoring personnel, trainers, human resources personnel, etc.) required to meet task  
178 requirements. Separate rates are provided for normal business hours, nights, Saturdays and  
179 Sundays, and federal holidays (see Section B.2.1.2.2 for definitions).

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182 **B.2.6 QA Personnel Multiplier**

183 The QA Personnel Multiplier is a factor to be applied to the IS and IS Supervisor hourly rate  
184 to calculate the effective hourly rate for IS and IS Supervisors when task requirements  
185 require the Contractor to provide a solution with IS to QA personnel ratio that is above or  
186 below the average requirement. This multiplier is to be used only for dedicated solutions.

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188 **B.2.7 Shared or Non-Dedicated Telephone Inquiry Response Solution - Information**  
189 **Specialist (IS) Hourly Rate**

190 The charges are based on the actual handle time required for Information Specialists to  
191 respond to telephone inquiries using prepared scripts/response provided by the Government.  
192 The fixed unit rate reflects the fully burdened unit rate for work performed by an IS plus any  
193 support personnel (e.g., program and project management, supervisors, quality monitoring  
194 personnel, trainers, etc.) and any recurring costs associated with facility, equipment, and  
195 maintenance required to support the IS in the performance of task requirements for a specific  
196 daily work volume commitment. For billing purposes, the actual handle time (including  
197 wrap-up time) of all calls during the month shall be totaled and rounded up to the nearest  
198 hour. The call handle time shall not include time spent waiting in queue or listening to  
199 automated messages.

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202 **B.2.8 Shared or Non-Dedicated E-Mail Inquiry Response Solution - Information**  
203 **Specialist (IS) Hourly Rate**

204 The charges are based on the actual handling time required for Information Specialists to  
205 respond to e-mail inquiries using prepared scripts/response provided by the Government.  
206 The fixed unit rate reflects the fully burdened unit rate for work performed by an IS plus any  
207 support personnel (e.g., program and project management, supervisors, quality monitoring  
208 personnel, trainers, etc.) and any recurring costs associated with facility, equipment, and  
209 maintenance required to support the IS in the performance of task requirements for a specific  
210 daily work volume commitment. For billing purposes, the actual time expended by ISs in  
211 responding to e-mail inquiries during the month in support of specific task requirements shall  
212 be totaled and rounded up to the nearest hour.

Table B.2.1.1-2 Base Facility &amp; Equipment – Between 25 – 50 Equivalent Workstations

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
11000	Phone & TTY Services	Each	(b) (4)							
11001	Phone, TTY, Fax, & E-mail Services	Each								
11002	Phone, TTY, Fax, E-Mail, Web Chat Services	Each								
11003	Add Enhanced Quality Monitoring Solution	Each								

Table B.2.1.1-3 Base Facility &amp; Equipment – Between 51 – 100 Equivalent Workstations

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
12000	Phone & TTY Services	Each	(b) (4)							
12001	Phone, TTY, Fax, & E-mail Services	Each								
12002	Phone, TTY, Fax, E-Mail, Web Chat Services	Each								
12003	Add Enhanced Quality Monitoring Solution	Each								

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
14003	Add Enhanced Quality Monitoring Solution	Each	(b) (4)							

### B.2.1.2 Incremental Facility and Equipment (For Each Center)

Table B.2.1.2-1 Incremental Facility & Equipment - Fewer than 25 Equivalent Workstations

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
20000	Phone & TTY Services	Each	(b) (4)							
20001	Phone, TTY, Fax, & E-mail Services	Each								
20002	Phone, TTY, Fax, E-Mail, Web Chat Services	Each								
20003	Add Enhanced Quality Monitoring Solution	Each								



Table B.2.1.2-4 Incremental Facility &amp; Equipment – Between 101 – 250 Equivalent Workstations

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
23000	Phone & TTY Services	Each	(b) (4)							
23001	Phone, TTY, Fax, & E-mail Services	Each								
23002	Phone, TTY, Fax, E-Mail, Web Chat Services	Each								
23003	Add Enhanced Quality Monitoring Solution	Each								

Table B.2.1.2-5 Incremental Facility &amp; Equipment – Over 250 Equivalent Workstations

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
24000	Phone & TTY Services	Each	(b) (4)							
24001	Phone, TTY, Fax, & E-mail Services	Each								
24002	Phone, TTY, Fax, E-Mail, Web Chat Services	Each								
24003	Add Enhanced Quality Monitoring Solution	Each								

CLIN	Service Description	Unit of Issue	Base Period Yr	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
31013	Level 4	Hour	(b) (4)							
31014	Level 5	Hour								

Table B.2.1.3.2-1.b Information Specialist (IS) Hourly Rate (In Training) – English – Saturdays and Sundays

CLIN	Service Description	Unit of Issue	Base Period Yr	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
31020	Level 1	Hour	(b) (4)							
31021	Level 2	Hour								
31022	Level 3	Hour								
31023	Level 4	Hour								
31024	Level 5	Hour								

Table B.2.1.3.2-1.c Information Specialist (IS) Hourly Rate (In Training) – English – Holidays

CLIN	Service Description	Unit of Issue	Base Period Yr	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
31030	Level 1	Hour	(b) (4)							
31031	Level 2	Hour								
31032	Level 3	Hour								
31033	Level 4	Hour								
31034	Level 5	Hour								



Table B.2.1.3.2-2.c Supervisory Information Specialist (IS) Hourly Rate (In Training) – English – Holidays

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
32030	Level 1	Hour	(b) (4)							
32031	Level 2	Hour								
32032	Level 3	Hour								
32033	Level 4	Hour								
32034	Level 5	Hour								

Table B.2.1.3.2-3 Information Specialist (IS) Hourly Rate (In Training) – Bi-Lingual – Normal Business Hours

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
33000	Level 1	Hour	(b) (4)							
33001	Level 2	Hour								
33002	Level 3	Hour								
33003	Level 4	Hour								
33004	Level 5	Hour								

Table B.2.1.3.2-3.a Information Specialist (IS) Hourly Rate (In Training) – Bi-Lingual – Nights

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
33010	Level 1	Hour	(b) (4)							
33011	Level 2	Hour								
33012	Level 3	Hour								
33013	Level 4	Hour								
33014	Level 5	Hour								

Table B.2.1.3.2-4.a Supervisory Information Specialist (IS) Hourly Rate (In Training) – Bi-Lingual – Nights

CLIN	Service Description	Unit of Issue	Base Period Yr $\frac{1}{2}$	Option Period 1 Yr $\frac{1}{3}$	Option Period 2 Yr $\frac{5}{6}$	Option Period 3 Yr $\frac{7}{8}$	Option Period 4 Yr $\frac{9}{10}$	Extended Period 1	Extended Period 2	Extended Period 3
34010	Level 1	Hour	(b) (4)							
34011	Level 2	Hour								
34012	Level 3	Hour								
34013	Level 4	Hour								
34014	Level 5	Hour								

Table B.2.1.3.2-4.b Supervisory Information Specialist (IS) Hourly Rate (In Training) – Saturday and Sunday

CLIN	Service Description	Unit of Issue	Base Period Yr $\frac{1}{2}$	Option Period 1 Yr $\frac{1}{3}$	Option Period 2 Yr $\frac{5}{6}$	Option Period 3 Yr $\frac{7}{8}$	Option Period 4 Yr $\frac{9}{10}$	Extended Period 1	Extended Period 2	Extended Period 3
34020	Level 1	Hour	(b) (4)							
34021	Level 2	Hour								
34022	Level 3	Hour								
34023	Level 4	Hour								
34024	Level 5	Hour								

Table B.2.1.3.2-4.c Supervisory Information Specialist (IS) Hourly Rate (In Training) – Bi-Lingual – Holidays

CLIN	Service Description	Unit of Issue	Base Period Yr $\frac{1}{2}$	Option Period 1 Yr $\frac{1}{3}$	Option Period 2 Yr $\frac{5}{6}$	Option Period 3 Yr $\frac{7}{8}$	Option Period 4 Yr $\frac{9}{10}$	Extended Period 1	Extended Period 2	Extended Period 3
34030	Level 1	Hour	(b) (4)							
34031	Level 2	Hour								
34032	Level 3	Hour								
34033	Level 4	Hour								
34034	Level 5	Hour								

CLIN	Service Description	Unit of Issue	Base Period Yr	Option Period 1 Yr	Option Period 2 Yr	Option Period 3 Yr	Option Period 4 Yr	Extended Period 1	Extended Period 2	Extended Period 3
50007	Customer Satisfaction Survey	Hour	(b) (4)	Yr 3/4	Yr 5/6	Yr 7/8	Yr 9/10			

### B.2.2 Project Management

Table B.2.2-1 Core Project Management Support (Monthly)

CLIN	Service Description	Unit of Issue	Base Period Yr	Option Period 1 Yr	Option Period 2 Yr	Option Period 3 Yr	Option Period 4 Yr	Extended Period 1	Extended Period 2	Extended Period 3
60000	Level 1	Each Month	(b) (4)	Yr 3/4	Yr 5/6	Yr 7/8	Yr 9/10			
60001	Level 2	Each Month								
60002	Level 3	Each Month								
60003	Level 4	Each Month								

Table B.2.2-2 Incremental Project Management Support (Monthly)

CLIN	Service Description	Unit of Issue	Base Period Yr	Option Period 1 Yr	Option Period 2 Yr	Option Period 3 Yr	Option Period 4 Yr	Extended Period 1	Extended Period 2	Extended Period 3
61000	Site Management	Hour	(b) (4)	Yr 3/4	Yr 5/6	Yr 7/8	Yr 9/10			
61001	Program Management	Hour								
61002	Technology Management	Hour								
61003	Information Systems Security	Hour								

Table B.2.3-2 Service Initiation/Change Order Charges for Automated Services

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
71000	Interactive Voice Response (IVR) Service	Hour	(b) (4)							
71001	Voice/Speech Recognition	Hour								
71002	Text-to-Speech	Hour								
71003	Fax-Back/ Fax-on-Demand	Hour								
71004	Voice Mail	Each Voice Mail Box								
71005	Automated Callback	Each								
71006	Web Callback	Each								
71007	Automated Outbound Dialing Campaign	Each								
71008	Automated Facsimile Service	Each								
71009	Automated E-Mail Delivery	Each								
71010	Hosted On Line Ordering	Hour								
71011	Hosted Web Form	Hour								
71012	Hosted FAQ Service	Each Database or Group of Databases								

Table B.2.4-2 Recurring Charges for Automated Services

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
81000	IVR Service	Each Minute	(b) (4)							
81001	Voice/Speech Recognition	Each Minute								
81002	Text-to-Speech	Each Minute								
81003	Fax-Back/Fax-on-Demand	Each Successful Page								
81004	Voice Mail	Each Voice Mail Box per Month								
81005	Automated Callback	Each Completed Call								
81006	Web Callback	Each Completed Call								
81007	Automated Outbound Dialing Campaign	Each Successful Call								
81008	Automated Fax Delivery	Each Successful Delivery								
81009	Automated E-Mail Delivery	Each Successful Delivery								
81010	Hosted On-Line Ordering	Each Successful Transaction								

Table B.2.4.3 Recurring Charges for Other Support Services

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 1/3	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
82000	Transcription Service	Hour	(b) (4)							
82001	Fulfillment Services	Hour								
82002	Language Translation Service – Telephone	Hour								
82003	Language Translation Service – Written	Word								

## B.2.5 Attended Services (Dedicated Solution) - Information Specialist (IS) Hourly Rate

Table B.2.5.1-1 IS Hourly Rate – Normal Business Hours (English)--

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 1/3	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
90001	Level 1	Hour	(b) (4)							
90002	Level 2	Hour								
90003	Level 3	Hour								
90004	Level 4	Hour								
90005	Level 5	Hour								



Table B.2.5.3-1 IS Hourly Rate - Nights (English)

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
92001	Level 1	Hour	(b) (4)	(b) (4)						
92002	Level 2	Hour								
92003	Level 3	Hour								
92004	Level 4	Hour								
92005	Level 5	Hour								

Table B.2.5.3-2 IS Hourly Rate - Nights (Bi-Lingual)

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
92011	Level 1	Hour	(b) (4)							
92012	Level 2	Hour								
92013	Level 3	Hour								
92014	Level 4	Hour								
92015	Level 5	Hour								

Table B.2.5.4-1 Supervisory IS Hourly Rate Nights (English)

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
93001	Level 1	Hour	(b) (4)							
93002	Level 2	Hour								
93003	Level 3	Hour								
93004	Level 4	Hour								
93005	Level 5	Hour								

Table B.2.5.6-1 Supervisory IS Hourly Rate – Saturdays and Sundays (English)

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
95001	Level 1	Hour	(b) (4)							
95002	Level 2	Hour								
95003	Level 3	Hour								
95004	Level 4	Hour								
95005	Level 5	Hour								

Table B.2.5.6-2 Supervisory IS Hourly Rate – Saturdays and Sundays (Bi-Lingual)

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
95011	Level 1	Hour	(b) (4)							
95012	Level 2	Hour								
95013	Level 3	Hour								
95014	Level 4	Hour								
95015	Level 5	Hour								

Table B.2.5.7-1 IS Hourly Rate – Holidays (English)

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
96001	Level 1	Hour	(b) (4)							
96002	Level 2	Hour								
96003	Level 3	Hour								
96004	Level 4	Hour								
96005	Level 5	Hour								

**B.2.6 QA Personnel Multiplier****Table B.2.6 QA Personnel Multiplier**

CLIN	Service Description	Unit of Issue	Base Period Yr $\frac{1}{2}$	Option Period 1 Yr $\frac{3}{4}$	Option Period 2 Yr $\frac{5}{6}$	Option Period 3 Yr $\frac{7}{8}$	Option Period 4 Yr $\frac{9}{10}$	Extended Period 1	Extended Period 2	Extended Period 3
98001	Low	X Factor	0.87	0.87	0.87	0.87	0.87	0.87	0.87	0.87
98002	Average	X Factor	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
98003	High	X Factor	1.13	1.13	1.13	1.13	1.13	1.13	1.13	1.13

**B.2.7 Shared or Non-Dedicated Telephone Inquiry Response Solution - Information Specialist (IS) Hourly Rate****Table B.2.7-1 IS Hourly Rate (Shared or Non-Dedicated Telephone Inquiry Response Solution - English (Normal Business Hours))**

CLIN	Service Description	Unit of Issue	Base Period Yr $\frac{1}{2}$	Option Period 1 Yr $\frac{3}{4}$	Option Period 2 Yr $\frac{5}{6}$	Option Period 3 Yr $\frac{7}{8}$	Option Period 4 Yr $\frac{9}{10}$	Extended Period 1	Extended Period 2	Extended Period 3
99001	4 Hours/Day	Each Hour	(b) (4)							
99002	8 Hours/Day	Each Hour								
99003	12 Hours/Day	Each Hour								
99004	24 Hours/Day	Each Hour								
99005	48 Hours/Day	Each Hour								
99006	96 Hours/Day	Each Hour								
99007	192 Hours/Day	Each Hour								
99008	384 Hours/Day	Each Hour								
99009	576 Hours/Day	Each Hour								

Table B.2.7-1.c IS Hourly Rate (Shared or Non-Dedicated Telephone Inquiry Response Solution – English (Holidays))

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
99031	4 Hours/Day	Each Hour	(b) (4)							
99032	8 Hours/Day	Each Hour								
99033	12 Hours/Day	Each Hour								
99034	24 Hours/Day	Each Hour								
99035	48 Hours/Day	Each Hour								
99036	96 Hours/Day	Each Hour								
99037	192 Hours/Day	Each Hour								
99038	384 Hours/Day	Each Hour								
99039	576 Hours/Day	Each Hour								

Table B.2.7-2 IS Hourly Rate (Shared or Non-Dedicated Telephone Inquiry Response Solution – Bi-Lingual (Normal Business Hours))

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
99041	4 Hours/Day	Each Hour	(b) (4)							
99042	8 Hours/Day	Each Hour								
99043	12 Hours/Day	Each Hour								
99044	24 Hours/Day	Each Hour								
99045	48 Hours/Day	Each Hour								
99046	96 Hours/Day	Each Hour								
99047	192 Hours/Day	Each Hour								
99048	384 Hours/Day	Each Hour								
99049	576 Hours/Day	Each Hour								

Table B.2.7-2.c IS Hourly Rate (Shared or Non-Dedicated Telephone Inquiry Response Solution – Bi-Lingual (Holidays))

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
99071	4 Hours/Day	Each Hour	(b) (4)							
99072	8 Hours/Day	Each Hour								
99073	12 Hours/Day	Each Hour								
99074	24 Hours/Day	Each Hour								
99075	48 Hours/Day	Each Hour								
99076	96 Hours/Day	Each Hour								
99077	192 Hours/Day	Each Hour								
99078	384 Hours/Day	Each Hour								
99079	576 Hours/Day	Each Hour								

**B.2.8 Shared or Non-Dedicated E-Mail Inquiry Response Solution - Information Specialist (IS) Hourly Rate**

Table B.2.8-1 IS Hourly Rate (Shared or Non-Dedicated E-Mail Inquiry Response Solution) – English

CLIN	Service Description	Unit of Issue	Base Period Yr 1/2	Option Period 1 Yr 3/4	Option Period 2 Yr 5/6	Option Period 3 Yr 7/8	Option Period 4 Yr 9/10	Extended Period 1	Extended Period 2	Extended Period 3
99101	4 Hours/Day	Each Hour	(b) (4)							
99102	8 Hours/Day	Each Hour								
99103	12 Hours/Day	Each Hour								
99104	24 Hours/Day	Each Hour								
99105	48 Hours/Day	Each Hour								
99106	96 Hours/Day	Each Hour								
99107	192 Hours/Day	Each Hour								
99108	384 Hours/Day	Each Hour								
99109	576 Hours/Day	Each Hour								

**Section C****PERFORMANCE WORK STATEMENT (PWS)****C.1 OVERVIEW****C.1.1 Background**

The General Services Administration (GSA) is responsible for implementing the USA Services E-Gov initiative. The USA Services initiative is one of the current Administration's 24 E-Gov initiatives designed to improve the delivery of Government information and services to the American public. In support of the initiative, GSA awarded indefinite delivery, indefinite quantity contracts to five different awardees in July 2004. These contracts are managed as the FirstContact program. As such, they are commonly referred to as the FirstContact contracts. The objective of the FirstContact program was to provide a qualified source of suppliers of contact center and related services to enable Federal agencies to obtain support to serve their customers on a timely and cost effective basis. The performance period of these contracts was one base year with four one year options. The total value of task orders that can be issued under these contracts was set at \$150 million. Although the expiration of the last option year is not scheduled until July 2009, GSA expects to exhaust the \$150 million contract ceiling by September 2007 or earlier. The purpose of this procurement action is to provide a qualified source of suppliers of contact center and related services to enable current FirstContact customer agencies to recompetes their requirements with the new suppliers at or before the end of their current task orders, and to meet new agency requirements. However, the Government makes no commitment that any of the existing customers of the FirstContact contracts will consider the use of the new contracts awarded under this procurement prior to the expiration of their task orders under the FirstContact contracts.

**C.1.2 Scope of Work**

This Statement of Work (SOW) provides a baseline of both general and specific requirements that the Contractor will be expected to accomplish to meet the needs of the Government.

The Contractor shall provide a wide range of automated and manual customer support services to respond to inquiries about Federal Government programs, policies, information sources and agencies from the general public, Congressional offices, business and professional communities, academia, Government offices, and electronic and print media. The Contractor shall furnish the necessary facilities, personnel, equipment, supplies, and services, as required, to meet the requirements of the Government. In addition to providing customer support services, the Contractor shall perform all technical and management functions, as described in this SOW, to plan, design, implement, operate, and manage the contact center solutions. The Contractor shall also provide any special project support needed to analyze, plan, design, implement, operate and manage special customer support services that may be needed to meet the diverse needs of the Government.

The geographic scope of this solicitation encompasses primarily contact centers that will be located in the United States. Where appropriate and on a task order-by-task order basis, the Government may allow centers to be located outside of the United States. The Contractor shall respond to inquiries and fulfillment requests originated from within the United States and from foreign countries.

The term "multi-channel contact center," as used in this solicitation, refers to a customer contact center that performs all functions associated with receiving and responding to inquiries, and providing information and services through the use of various communications media, including telephones,



Nights are defined as the time period between 12:01 am and 7:00 am local time on Monday, between 9:00 pm and 7:00 am local time, Monday through Friday, and between 9:00 pm Friday and 12:01 am local time Saturday, except on designated federal holidays.

Saturdays and Sundays are defined as the time period between 12:01 am Saturday and 12:01 am Sunday, and between 12:01 am Sunday and 12:01 am Monday local time respectively.

Holiday hours are defined as the 24 hour period beginning at 12:00 midnight on the day of the holiday.

Specific operating hours, including coverage for normal business hours, nights, Saturdays and Sundays, and holidays, and emergency notification requirements, if any, will be determined on a case-by-case basis and be included in task orders issued by the Government.

An automated service (e.g., Interactive Voice Response [IVR] or equivalent) shall be used to provide unattended service 24 hours a day, seven days a week. The Contractor shall provide options that allow the Government to select the automated service either from the Contractor or from any service providers under the General Services Administration Federal Government Long Distance Carrier or other Government contracts (e.g. Verizon, Sprint, Qwest, AT&T), or both.

#### **C.2.1.3 Place of Performance**

All inquiry response work shall be performed at contractor managed facilities within the United States unless specifically authorized by the Government.

#### **C.2.1.4 Work Types**

Due to the diversity of agency requirements, the Contractor must have the capability to support a wide range of customer support work types for all communications channels (e.g. telephone, e-mail, facsimile, postal mail, web chat), including but not limited to the types of inquiries listed below. Specific work types will be identified in task orders issued by the Government.

- Referrals
- General information inquiries
- Inquiries on specific programs, applications, and services
- Fulfillment requests
- Order intakes
- Congressional inquiries
- Emergency inquiries
- Contingency-related inquiries (e.g., inquiries resulting from the activation of an agency's Contingency Of Operations Plan [COOP])
- Service inquiries
- Scheduling of appointments
- Complaint inquiries
- Public comments
- Customer surveys/feedback

The Contractor shall provide shared or non-dedicated service solutions to respond to telephone and e-mail inquiries. At a minimum, shared or non-dedicated telephone inquiry response solutions shall respond to seventy (70) percent of all calls within twenty (20) seconds after the calls are offered to the Information Specialists at an abandonment rate of three (3) percent or less. Shared or non-dedicated e-mail inquiry response solutions shall respond to eighty (80) percent of all e-mail inquiries within two (2) business days of receipt.

#### C.2.2 Sample Workflow

The following sample workflow descriptions are provided for illustrative purposes only. Actual workflow will be described in individual task orders. The Contractor shall have the capability to accommodate workflow requirements of varying complexity. The Contractor shall develop the optimum workflow based on requirements and business rules as identified in individual task order requirements and industry best practices, as applicable. The Government reserves the right to change the workflow requirements at any time after task order issuance to accommodate changes in program requirements on an as-needed basis.

##### C.2.2.1 Sample Call Flow

A sample call flow process is provided below.

The caller dials a direct-dial or toll-free telephone number terminating at or routed to the Contractor provided contact center for Government information and assistance.

The call is delivered to an automated service (e.g., IVR or equivalent) furnished either by the Contractor or the Government. The automated service provides a menu of services that access answers to frequently asked questions and automated facsimile services. The automated service may also provide an option for the caller to be transferred automatically to another Government contact center for assistance. If the caller is unable to satisfy his or her inquiry via the self-service options offered by the automated service, or prefers to talk to a live Information Specialist (IS), the caller can, during normal business hours, select the option to speak to a live IS for assistance. If the call is received after normal business hours, the caller is informed of the business hours and asked to call back during those hours on the next business day, or to leave a message for a return call. If the call is of an emergency nature, the caller is provided with directions to call a designated telephone number for assistance.

After the caller is routed to an IS, the IS responds to the caller's initial request and any other additional requests the caller makes. The IS retrieves data from a knowledge base to respond to customer requests and/or records the required information needed to complete any fulfillment actions. The Contractor shall provide an inquiry tracking tool whereby the IS shall have the capability to initiate actions or check the status of previous actions initiated on behalf of the caller. When possible, all systems work shall be performed while the IS is engaged with the caller during the phone call.

The IS either completes the call or routes the call to more experienced Contractor personnel for further assistance. If information requested is beyond the scope of Contractor's agreed to level of service as specified in the task order, the IS refers the caller to the appropriate Government agency personnel for completion. Calls requiring transfer may be accomplished using blind or attended transfer as specified by the agency, or may be referred to the appropriate agency via e-mail or facsimile rather than via telephone transfer. In cases where the caller indicates an emergency situation, however, the Contractor personnel shall stay on the line with the caller (attended transfer) until a live person is reached. The caller has the option of making multiple requests during any one phone call. At call termination, the IS will perform after-call wrap-up procedures and logs necessary action items and call information.

this inquiry will then be updated. In either case, the Government may require the Contractor to provide a copy of the response to a Government-furnished e-mail address for agency monitoring and quality control purposes.

Upon completion of the response to an e-mail message forwarded by the Contractor, the responding agency may send a completion notice to the Contractor contact center for status update. The completion notice may be in the form of a batch listing containing all referred e-mails handled by that agency organized by tracking number and including a date and time, or a cc or bcc copy of each e-mail response, which then can be used by the Contractor to close out the case. With consensus of all parties, an alternative method of updating the status can be used. The Contractor shall work with the agency to develop a method that meets the needs of both parties. If the responding agency elects, as part of its business rules, not to send a completion notice to the Contractor, the inquiry will be considered closed and no further action will be required.

#### **C.2.2.2.1 E-Mail Workflow (Misdirected)**

The Contractor may receive e-mail inquiries from other agency(ies) who have determined that they are not the appropriate agent for responding to these inquiries. One of the goals of the USA Services initiative is to reroute these misdirected inquiries to the appropriate agencies for direct response. These misdirected inquiries may be routed to the Contractor via a central forwarding mail box established by each agency or from one or more individual mail boxes. Once received, the inquiries are processed in a manner similar to that described in Section C.2.2.2. The Contractor shall work with the agencies to develop the appropriate protocols and procedures for responding to and managing the disposition status of the misdirected inquiries.

#### **C.2.2.2.2 E-Mail Response Options**

E-mail response options may vary from one agency to another. When responding to e-mail inquiries, the IS shall analyze the message content to determine the nature of each inquiry. The IS shall evaluate the available response options to determine which is the most appropriate for the inquiry and, if necessary, query the appropriate database(s) for relevant information to be included in the response, and then record aspects of the inquiry in a contact/case management status log. For example:

**No response** - If the inquiry does not require a response (some examples are pranks, spam, duplicate messages, and incomprehensible submissions), the IS records the type of message in the status log and notes that no further action is required.

**Comment or opinion** - If the inquiry is a comment or opinion not requiring a customized response, the IS forwards the inquiry to the appropriate agency and sends an acknowledgment to the inquirer thanking them for the input, and identifying agency to which it has been transmitted. The IS records the topic of the question using specific categories provided through the system for in reporting such data to agencies and updates the status log for this inquiry.

**General inquiry easily answered** - If the inquiry is general in nature and can be answered immediately, the IS produces the response using preformatted responses. The IS records the topic of the question using specific categories provided through the system for use in reporting to agencies and updates the status log for this inquiry.

**Inquiry to be forwarded to a single agency** - If the inquiry requires a customized response and must be forwarded to an agency, the IS forwards the inquiry to the appropriate agency. The IS also sends a response to inform the inquirer of this action as to what type of response time to expect, and how to follow up with the responding agency. The IS records the topic of the question using specific categories

inquiries in a manner similar to e-mail inquiries. Facsimile inquiries referred to other federal agencies for direct response shall be transmitted as e-mail attachments. The Contractor shall note in the e-mail that the original inquiry was received as a fax document. Responses to facsimile inquiries may be via telephone, facsimile, e-mail, or other communications media, whichever is the most efficient and satisfies the inquirer. The Contractor shall retain a copy of all responses for recordkeeping.

#### C.2.2.4 Postal Mail Inquiry Workflow

A sample workflow process for postal mail inquiries is provided below.

The inquirer sends an inquiry via postal mail to a specified postal address maintained by the Contractor or the Government. If the address is maintained by the Government, the mail will be forwarded to the Contractor using one or more of the following methods:

- forwarded by postal mail and/or courier service by the Government to an address maintained by the Contractor;
- picked up by the Contractor from a Government location; or
- converted documents forwarded to the Contractor by electronic means (e.g. e-mail, facsimile).

The Contractor receives the postal mail, assigns time and date of receipt to each inquiry, and, if required, converts each inquiry, including associated envelope/packaging, to a commonly used electronic format to facilitate routing, response, and records management. The inquiry is then routed to a qualified IS for response. The Contractor shall be responsible for tracking the status of postal mail inquiries in a manner similar to facsimile and e-mail inquiries. Postal mail inquiries referred to other federal agencies for direct response shall be scanned and transmitted as e-mail attachments. The Contractor shall note in the e-mail that the original inquiry was received via postal mail. Responses to postal mail inquiries may be via telephone, facsimile, e-mail, postal mail, or other communications media, whichever is the most efficient and satisfies the inquirer. The Contractor shall retain a copy of the original inquiries and all responses for recordkeeping. Storage and disposition of originals and responses shall be in accordance with the requirements contained in individual task orders.

#### C.2.3 Response Protocols

The Contractor shall respond to information requests generally through the use of one or a combination of the following methods:

*Automated Response* – The Contractor shall use automated tools (e.g., IVR, Fax-on-Demand) to provide unattended service responded to frequently asked questions.

*Telephone response* - When responding to inquiries, the Contractor shall analyze the inquiry, assess the appropriate response modes, gather available information from all pertinent sources, analyze and confirm the accuracy of the information, and provide the requested information and/or assistance in the manner most efficient to satisfy the inquirer's needs. For inquiries involving more complex subjects that may require further research off line, the Contractor shall conduct the research in accordance with agency-provided guidelines and provide the appropriate information within the timeframe specified by the Government. Whenever possible, immediate responses shall be given.

*TDD/TTY response* – The Contractor shall ensure that TDD/TTY users are offered similar levels of service similar to that received by telephone users supported by this contract.

### C.3 SERVICES TO BE PROVIDED

The Contractor shall provide all of the services identified in this SOW. Specific service requirements will be identified on a case-by-case basis and be included in individual Task Orders to be issued by the Government. The Contractor shall ensure that services delivered employ technology that is effective and scalable to meet the evolving needs of the Government and adhere to business processes that conform to industry best practices.

The Government reserves the right to add additional services required to meet the evolving needs of the citizens and agency programs at any time during the life of the contract. Any additions will be subject to written mutual agreement between the Government and Contractor.

#### C.3.1 Automated Services

The Contractor shall provide automated services to enable the Government to deliver unattended service 24 hours a day, 7 days a week (24 x 7). The Contractor is responsible for the provision, maintenance, design, implementation, operation, and management of these services.

##### C.3.1.1 Automated Voice Response Services

Automated voice response services are intended to provide unattended service to telephone callers on a 24 x 7 basis. These services include the traditional interactive voice response (IVR) service, which uses the telephone touch-tone pad or simple voice commands to access pre-recorded information. They also include advanced services that make use of speech recognition and text-to-speech technologies to enhance efficiency and customer service. At a minimum, the Contractor-provided automated voice response services shall support the following languages:

- o Cantonese
- o English
- o French
- o German
- o Japanese
- o Korean
- o Mandarin
- o Spanish
- o Vietnamese

Specific language support requirements will be identified in task orders issued by the Government.

The Contractor shall provide qualified personnel to develop and regularly maintain call flow and messages for automated voice response services in keeping with the current informational needs of the callers. The Contractor shall ensure timely update of all messages in accordance with the turn-around timeframes established by the Government. Unless otherwise directed by the Government in individual task orders, Contractor shall post changes within 24 hours of receipt for all non-emergency information and within 2 hours of receipt for emergency notices. Support for emergency postings and updates is required on a 24 hour a day, 7 days a week basis. Updates of the script and/or the "call flow" may be made on demand and on an "as required" basis.

#### 789 790 **C.3.1.2.1 Automatic Fax-Back Service**

791 The Contractor shall respond to requests for information via automated Fax-Back immediately upon  
792 receipt of such requests. The Contractor shall integrate the automated Fax-Back service with its IVR  
793 and/or other automated voice response services to enable the caller to select the requested information,  
794 and to enter a fax number for receiving the information without the assistance of an Information  
795 Specialist. The selection menu for the automated Fax-Back service shall allow the caller to return to the  
796 main menu and/or to allow the caller to access the Information Specialist for assistance.  
797

#### 798 **C.3.1.2.2 Fax-On-Demand Service**

799 When it is more efficient and cost effective to respond to inquiries (telephone, letter, e-mail, etc.) by  
800 facsimile, the Contractor shall deliver the requested information via Fax-on-Demand service immediately  
801 upon receipt of such requests. The Fax-On-Demand service shall allow the Information Specialist and/or  
802 the caller to select the requested information and either request the information be sent immediately via  
803 facsimile to the calling number during the same telephone session, or have the information sent to a  
804 different fax number entered by the IS or caller. The Fax-on-Demand service shall be integrated with the  
805 IVR and/or other automated service to enable the caller to access other services.  
806

#### 807 **C.3.1.3 Voice Mail Service**

808 The Contractor shall provide voice mail service to enable callers to leave suggestions, comments, callback  
809 information, and messages on specific subjects. The voice mail service shall be accessible from the IVR  
810 and/or other automated services and provide sufficient capacity to handle anticipated call volume and call  
811 duration as defined on individual Task Orders. The Contractor shall retrieve and act on the recorded  
812 information in accordance with task order requirements. When required, the Contractor shall provide a  
813 taped copy of voice mail messages recorded. The Contractor shall maintain a copy of the voice mail  
814 messages for at least 90 days from the record date.  
815

#### 816 **C.3.1.4 Automated Callback (Telephone)**

817 The Contractor shall provide an automated callback service that allows a telephone caller the option of  
818 leaving callback information for Contractor call-back at a later time, instead of waiting in queue for an  
819 available Information Specialist. The service shall prompt the caller to provide the callback information  
820 and provide an estimated callback time to the caller. The service shall automatically contact the caller at  
821 the estimated callback time, and connect the caller to an available Information Specialist for assistance. If  
822 the callback encounters a busy or no-answer condition, the service shall repeat the callback for up to 3  
823 additional attempts within an appropriate time interval (as specified in individual task orders) before  
824 aborting. If the callback encounters a voicemail or answering service, the service shall leave a brief  
825 message indicating the purpose and time of the callback and instructions for calling back, if any, as  
826 provided by the Government. For billing purposes, each group of six callback attempts encountering a  
827 busy and/or no-answer condition will be counted as a completed call.  
828

#### 829 **C.3.1.5 Web Callback**

830 The Contractor shall provide a fully managed hosted web callback service to allow a visitor to a  
831 Government website to access the service and leave callback information for the Contractor to call back at  
832 a later time. The service shall prompt the caller to provide the callback information, including the subject  
833 of the inquiry, and provide an estimated callback time to the caller. The service shall automatically  
834 contact the caller at the estimated callback time and connect the caller to an available Information  
835 Specialist for assistance. If the callback encounters a busy or no-answer condition, the service shall  
836 repeat the call back for up to 3 additional attempts within an appropriate time interval as specified in



mail address. The web form interface must be designed to accommodate multiple browsers, including at minimum: AOL 6.0 and higher; MS Internet Explorer 5.0 and higher; Netscape 4.7 and higher; Opera 5.0 and higher; Safari 5.0 and higher; and Firefox, 1.0 and higher. The interface must also be compliant with Section 508 of the Rehabilitation Act Amendments of 1998. The web form shall allow users to associate the topics of their inquiries with a list of frequently requested topics identified by the Government. The service shall capture all relevant information regarding the inquiry for transmission to the designated e-mail system.

#### C.3.1.11 Hosted FAQ Service

Government agencies operate a large number of websites that are accessed by the general public for information. Increased public usage of these web sites has generated a substantial increase in the number of e-mail inquiries to which agencies must respond. To reduce the workload associated with processing e-mail inquiries and to provide better customer service, the Government requires a technology-based solution that will enable agencies to leverage previous good answers to frequently asked questions (FAQs) and provide the answers to their customers 24 x 7 via self-service using the Internet.

The Contractor shall provide a secure, highly available and scalable hosted solution to enable visitors to subscribing Government websites to access answers to FAQs on a 24 x 7 basis. The service must accommodate multiple browsers, including at minimum: AOL 6.0 and higher; MS Internet Explorer 5.0 and higher; Netscape 4.7 and higher; Opera 5.0 and higher; Safari 5.0 and higher; and Firefox, 1.0 and higher. The interface must also be compliant with Section 508 of the Rehabilitation Act Amendments of 1998. The service must be able to be implemented within 45 calendar days from the date of the service request and:

- Provide a user/administrator-friendly and intuitive interface that is easily configurable to match a website's look and feel.
- Allow the content of the FAQ knowledge base to be published to multiple web sites, each with a customizable "look and feel" for different audiences, or for multiple audiences on a single site.
- Support multiple languages, including at a minimum, English, Spanish, and Chinese.
- Meet federal information systems security requirements.
- Allow both browse and search of FAQs answers from a single or multiple knowledge bases by subject and response categories, with results automatically ranked by relevancy, usefulness, or other appropriate methods selected by the Government, including manual ranking to increase or decrease a particular FAQ's prominence relative to others.
- Have the capability for a user to submit an inquiry to either the Contractor or the subscribing agency for response. Allow Government and/or contractor personnel to review and/or respond to user inquiries in real time
- Have the capability to collect user feedback on the effectiveness, usefulness, and customer satisfaction of the service
- Allow users to subscribe to automatic notification of FAQ updates.
- Provide both remote and onsite access to authorized personnel to all administrative functions, as appropriate

- 985 ○ Limit screen to 1 per answer (break content into usable chunks)
- 986 ○ Link to other answers rather than refer to a number or position on the page
- 987 ○ Last review/update date included with each answer
- 988 ○ Include an identification number for each FAQ
- 989 ○ Include identifiers for like FAQs (e.g., agency jurisdiction) for grouping and subsequent
- 990 extraction
- 991

### 992 C.3.2 Attended Services

993 The Contractor shall provide accurate, timely, complete, and courteous responses to all customer  
 994 inquiries. The Contractor shall provide qualified staff to support the work types identified in Section  
 995 C.2.1.4 of the SOW. The Contractor shall provide Attended Services via a dedicated solution or shared  
 996 or non-dedicated solution, as specified by the Government in individual task orders.

#### 998 C.3.2.1 Responding to Telephone Inquiries

999 The Contractor shall provide all qualified staff and required equipment and services necessary to respond  
 1000 to telephone and TDD/TTY inquiries in accordance with performance parameters and instructions  
 1001 provided by the Government in individual task orders. The tasks to be performed include, but are not  
 1002 limited to, the following:

- 1003
- 1004 ○ Accurately responding to inquiries in a professional and courteous manner. These inquiries may
- 1005 be in the form of telephone and TDD/TTY calls. When necessary, transfer or referral the
- 1006 inquiries to the appropriate agency for response.
- 1007
- 1008 ○ Conducting research of Government-approved sources of information to prepare responses to
- 1009 inbound inquiries and developing appropriate responses accordingly.
- 1010
- 1011 ○ Capturing and tracking information related to inbound inquiries including date and time of
- 1012 receipt, nature of inquiry, source of inquiry if multiple telephone numbers are involved, customer
- 1013 identity when appropriate, information requested, disposition, response date, and any fulfillment
- 1014 actions for tracking, quality control, analysis, and/or follow up action in the Contractor-provided
- 1015 case management tool.
- 1016
- 1017 ○ When necessary, forwarding recorded information via telephone, facsimile, or e-mail or other
- 1018 electronic transmission to the appropriate authority for further processing.
- 1019
- 1020 ○ Sending the requested information to a customer through the postal services, E-mail or facsimile,
- 1021 whichever is the most efficient delivery method and satisfies the customer.
- 1022
- 1023 ○ Recognizing new trends of inquiries for referral to management for development of common
- 1024 responses and reporting to the agency regarding sudden new lines of inquiry.
- 1025

#### 1026 C.3.2.2 Outbound Calling Services

1027 The Contractor shall provide all qualified staff and required equipment and services necessary to perform  
 1028 outbound calling to selected customers in accordance with performance parameters and instructions  
 1029 provided by the Government in individual task orders. The tasks to be performed include, but are not  
 1030 limited to, the following:

1031

#### 1082 1083 C.3.2.4 Responding to E-Mail Inquiries

1084 The Contractor shall provide qualified staff and required equipment and services to respond to written  
1085 inquiries received via e-mail. Responses shall be prepared in accordance with business rules, guidelines,  
1086 and performance parameters specified by the Government in individual task orders. The tasks to be  
1087 performed include, but are not limited to:

- 1088  
1089     o Responding to inquiries by telephone, facsimile, postal mail, or electronic mail, whichever is  
1090       more efficient and satisfies the inquirer.
- 1091  
1092     o Conducting research of Government-approved sources of information to prepare responses to  
1093       written inquiries, and developing appropriate responses accordingly.
- 1094  
1095     o Recording and tracking data/information related to the inquiries including date and time of  
1096       receipt, nature of inquiry, information requested, disposition, response date, and any fulfillment  
1097       actions for tracking, quality control, analysis, and/or follow up action in the Contractor-provided  
1098       case management tool.
- 1099  
1100     o When necessary, forwarding the inquiries to the appropriate authority for further processing.
- 1101  
1102     o Sending the requested information to a customer through the postal services, E-mail or facsimile,  
1103       whichever is more efficient and satisfies the inquirer.
- 1104  
1105     o Reviewing to ensure that outgoing responses are accurate and complete in accordance with  
1106       business rules and guidelines established by the Government. If the initial response is found to be  
1107       erroneous by the Contractor and/or the Government and further action is needed to inform the  
1108       inquirer, the Contractor shall send a corrected response to the inquirer immediately.

1109  
1110 The Contractor shall respond to e-mail inquiries within the designated time frame specified by the  
1111 Government. The Contractor shall prepare the responses in accordance with business rules it has  
1112 developed in conjunction with the Government, and/or with other guidelines provided by the  
1113 Government. A preformatted response or telephone response, if such is the most efficient and satisfies  
1114 the inquirer, is acceptable.

1115  
1116 The Contractor shall provide the required support to identify, record, and track the nature and volume of  
1117 e-mail inquiries, and to measure the quality and timeliness of the response process from time of receipt to  
1118 completed response. The Contractor shall accomplish this goal by tracking all incoming and outgoing e-  
1119 mail messages and monitor the processing activities to determine the volume, nature and disposition of  
1120 the inquiries. The Contractor shall benchmark the response process in its entirety to determine processing  
1121 time of various types of e-mail inquiries and the skill sets required for responding to different types of  
1122 inquiries and include the benchmark results in the requisite management reports. The Contractor shall  
1123 monitor the performance of its personnel to ensure that productivity and quality standards, as specified in  
1124 individual task orders, are met.

1125  
1126 The Contractor shall provide ongoing support to refine business rules and prepare preformatted responses  
1127 for use in responding to public inquiries in the most efficient and effective manner. The Contractor shall  
1128 retain a history of agency contacts, including agency name and address, contact name, address, phone  
1129 number, fax number, e-mail address, agency web site URL(s), and dates of previous contacts and nature  
1130 of communications, and updates the information regularly.

The Contractor shall provide the required support to identify, record, and track the nature and volume of facsimile inquiries, and to measure the quality and timeliness of the response process from time of receipt to completed response. The Contractor shall accomplish this goal by tracking all incoming and outgoing facsimile messages and monitor the processing activities to determine volume, nature and disposition of the inquiries. The Contractor shall benchmark the response process in its entirety to determine processing time of various types of facsimile inquiries and the skill sets required for responding to different types of inquiries and include the benchmark results in the requisite management reports.

#### **C.3.2.6 Interactive Web-Based Services**

The Contractor shall provide qualified staff, equipment, software and services to support online interactive Internet-based services, such as web chat, using real-time text-based communication. The system supporting the chat service shall have the capabilities described in Section C.6.13 of this SOW.

#### **C.3.3 Other Support Services**

##### **C.3.3.1 Fulfillment Services**

Some Government agencies utilize fulfillment services provided by a Government entity, such as the Government Printing Office's Pueblo operations. However, there will be instances when an agency may require fulfillment services that can be performed more efficiently by the Contractor. When requested by the Government, the Contractor shall provide a complete fulfillment solution for purposes of providing customers with printed information. This information may be downloaded from sources including the Internet and/or other appropriate database applications (e.g., agency web site, Contractor-provided knowledge database). The tasks to be performed include, but are not limited to the following:

- Retrieving the document from appropriate sources and, if necessary, printing the document for distribution.
- Developing and/or implementing application(s) to track the print fulfillment status of all required records and files as specified.
- Ensuring that tracking information is recorded and made available upon request as part of the Contractor-provided case management tool.
- Ensuring the system can accept multiple requests from a customer made during any one phone call or written inquiry.
- Providing relevant documents to customers through the postal services, E-mail or facsimile, whichever is the most efficient and satisfies the inquirer.

The Contractor shall be responsible for supplying all printing equipment and supplies, mailing supplies, including envelopes and postage, and performing all fulfillment functions, such as addressing, insertion, and posting. The Government will provide the materials to be mailed or provide the sources where the materials can be obtained. Unless otherwise directed by the Government, all materials are to be sent via the least expensive class of U.S. Mail it can qualify for. Postage incurred by the Contractor for fulfillments will be reimbursed by the Government as Other Direct Charges (ODC).

- 1275 ○ Relationship Management
- 1276 ○ Customer Satisfaction Survey
- 1277

1278 The above functions are further described in Sections C.3.5.2 through C.3.5.9 of this SOW. The  
1279 Contractor shall provide a tiered pricing structure for providing technical and management services  
1280 commensurate with the complexity of the requirements identified in task orders issued by the  
1281 Government. The tiered structure shall include a core support component and an incremental support  
1282 component.  
1283

#### 1284 C.3.5.1 Core Project Management Support

1285 The core support component shall include, at a minimum, a project management staff (e.g., Contractor's  
1286 Project Manager, site manager, technical personnel, human resources and quality assurance personnel,  
1287 administrative personnel, content specialists, security personnel) and support services required to meet  
1288 task requirements for a single site solution that involves information and information systems that are  
1289 categorized as low impact in accordance with FIPS Publications 800-199, Standards for Security  
1290 Categorization for Federal Information and Information Systems. The level of support required will be  
1291 dependent on complexity of task requirements, as described below. For multi site solutions or more  
1292 complex implementations and for information and information systems that are categorized as "moderate"  
1293 or "high" impact, the Contractor may augment the core project management support with an incremental  
1294 project management support component.  
1295

1296 C.3.5.1.1 *Level 1* - encompasses tasks that involve work that is low complexity in scope. These tasks  
1297 generally require the development and maintenance of simple scripts for automated voice response  
1298 service and knowledge and/or customer databases. Training requirement of new employees is generally  
1299 limited to 40 hours or less. Knowledge base and content development and maintenance, inquiry tracking  
1300 and contact management, requirements are generally low. Reporting requirements are generally limited  
1301 to system generated reports and periodic program summaries.  
1302

1303 C.3.5.1.2 *Level 2* – encompasses tasks that involve work that is low to moderate complexity in scope.  
1304 These tasks general require the development and maintenance of moderately complex scripts for  
1305 automated voice response service and knowledge and/or customer databases. Training requirement of  
1306 new employees is generally limited to between 40 and 80 hours. Knowledge base and content  
1307 development and maintenance, inquiry tracking and contact management, and reporting requirements are  
1308 low to moderate.  
1309

1310 C.3.5.1.3 *Level 3* – encompasses tasks that involve work that is high complexity in scope. These tasks  
1311 generally require the development and maintenance of highly complex scripts for automated voice  
1312 response service and knowledge and/or customer databases. Training requirement of new employees is  
1313 generally between 80 to 120 hours. Knowledge base and content development and maintenance, inquiry  
1314 tracking and contact management, and reporting requirements are high.  
1315

1316 C.3.5.1.4 *Level 4* – encompasses tasks that involve work that is very high complexity in scope. These  
1317 tasks generally require the recruitment and training of 100 or fewer new employees and the development  
1318 and maintenance of extremely complex scripts for automated voice response service and knowledge  
1319 and/or customer databases. Training requirement of new employees is generally between 120 to 160  
1320 hours. Knowledge base and content development and maintenance, inquiry tracking and contact  
1321 management, and reporting requirements are very high.  
1322

1372 C.3.5.3.8 *Quality Assurance/Quality Improvement* - Develop, implement, and manage a Quality  
 1373 Assurance/Quality Improvement Plan to ensure that services delivered comply with the performance  
 1374 standards specified by the Government.

1375  
 1376 C.3.5.3.9 *Continuous Process Improvement* - Develop and implement action plans based on analysis of  
 1377 performance results and customer feedback. These plans shall be available to the Government for review  
 1378 upon request.

1379  
 1380 C.3.5.3.10 *Information Systems Security Compliance Oversight* - Serve as a single point of coordination  
 1381 to ensure compliance with minimum federal information systems security requirements, including  
 1382 keeping abreast of and distribution of Federal security requirements, and preparation and submission of  
 1383 required documentations and deliverables pertaining to compliance with these requirements. Maintain  
 1384 Contingency/Disaster Recovery Plan and activate and oversee emergency/disaster recovery activities in  
 1385 accordance with the Plan.

1386  
 1387 C.3.5.3.11 *Management Reports* - Develop and deliver all requisite management reports and ensure all  
 1388 reports are accurate and provided in a timely basis.

1389  
 1390 C.3.5.3.12 *Value Engineering* - Develop and implement action plans to identify opportunities to  
 1391 improve service offerings, reduce costs, and increase customer satisfaction.

1392  
 1393 C.3.5.3.13 *Topic Trend and Reporting* - Collect information and provide reports on topics introduced by  
 1394 the public, often in response to social/political issues of the day, and to work with the Government to  
 1395 prepare appropriate responses.

#### 1396 1397 C.3.5.4 **Technology Management**

1398 The Contractor shall provide all required technology management services to effectively plan, implement,  
 1399 operate and manage the contact center solution, including, but not limited to the following:

1400  
 1401 C.3.5.4.1 *Infrastructure and Network Management* - Plan, design, implement, operate, maintain, and  
 1402 manage the contact center site and technology infrastructure and related networks, including, but not  
 1403 limited to: information and telecommunications systems hardware, software, and services.

1404  
 1405 C.3.5.4.2 *Coordination* - Recommend, process, coordinate, and monitor telecommunications orders,  
 1406 serving as a liaison with telecommunications vendors.

1407  
 1408 C.3.5.4.3 *Monitoring* - Perform real-time monitoring of call delivery. Monitor network and system  
 1409 performance and identify problems and outages; compile and maintain a log of problems, outages, service  
 1410 interruptions, and unauthorized access; notify designated Government personnel promptly of any  
 1411 problems, service disruptions, and unauthorized access.

1412  
 1413 C.3.5.4.4 *Traffic Analysis* - Analyze traffic and usage data to determine network performance levels.  
 1414 Recommend improvements in network design in accordance with customer service standards and cost  
 1415 efficiencies.

1416  
 1417 C.3.5.4.5 *Optimization* - Provide optimized call routing design based on availability of network-based  
 1418 or systems-based call routing capabilities. Provide optimized automated announcement system design  
 1419 based on availability of network-based and systems-based automated announcement capabilities.  
 1420



Unless stated otherwise in the task order, the contractor is responsible for preparing, managing and maintaining all required documentation and fulfilling agency reporting requirements for the FISMA compliance process, including e-authentication risk assessment, system categorization, security plan, risk assessments, contingency and contingency test plans, configuration management plan, POA&M, system test and evaluation reports, security certification and accreditation package.

The Contractor shall develop, implement, and maintain a security plan that ensures the confidentiality, integrity, and availability of information and systems for the duration of this contract. The security plan shall contain, at a minimum, the information outlined in Special NIST Publication 800-18, Guide for Developing Security Plans for Information Technology Systems. Additional information may be required at the discretion of agency DAAs in accordance with agency policies or directives as specified in task orders. The Contractor shall be responsible for preparing all required documentation needed for the compliance process. The Contractor shall assign a technically qualified Information Systems Security Manager (ISSM) who will be responsible for ensuring compliance with all Federal information systems security requirements, including the preparation and submission of the following:

*Security Plan* – provides an overview of the security requirements for the information and IT systems and describes the existing or planned controls (management, operational, and technical) for meeting those requirements. The Plan also describes the systems and delineates responsibilities and expected behavior of individuals who access the systems.

*Security Test and Evaluation Reports* – determines the systems' compliance with security requirements documented in the Security Plan and verifies that the security controls identified in the Plan are correctly implemented and effective. The Security Test and Evaluation Reports shall be prepared by a third party vendor selected and paid for by the Contractor. All work performed by the third party vendor shall be submitted, reviewed, and approved directly by the Government. The Government reserves the right to have the Security Tests and Evaluation Reports done by its own contractor. The contractor shall cooperate fully with the third party vendor or the Government's contractor in the preparation of such reports.

*Risk Assessment Report* – determines the degree of risk associated with the confidentiality, integrity, and availability of the IT systems and the information they process, store, and transmit.

*Certifier's Statement* – documents that the security controls are correctly implemented and effective in their applications. The statement provides an overview of the security status of the system, and brings together, all of the information necessary for the DAA to make an informed, risk-based decision. The contractor ISSM shall prepare all certification and accreditation (C&A) documents for submission to an agency-designated ISSM. The agency ISSM will coordinate the submission of the C&A documents to the DAA for approval.

The Contractor shall correct any deficiencies identified in the certification and accreditation process until full accreditation from the DAA is obtained. The Contractor shall implement procedures for communicating to the Contracting Officer and/or designated key personnel security-related issues that impact Contractor performance under this contract. Such procedures shall include an escalation process defining various stages of issue severity and the notification level appropriate to each.

#### **C.3.5.5.1 Personnel Security**

The Contractor shall perform appropriate personnel screening in accordance with their administrative hiring policies and agency requirements, including compliance with Homeland Security Presidential Directive 12 (HSPD-12). Such policies may or may not include collecting and reviewing any or all of the

telecommunications and information systems that support each task. The Contractor shall adhere to applicable agency IT Incidence Handling Procedures for reporting these intrusions, including escalation to Department of Homeland Security FedCIRC if necessary. Such reports shall be made to the Government as soon as possible and in no event more than twenty-four (24) hours after discovery of the incident. In rare instances, the Contractor may receive calls that threaten the well being of the Government and/or other personnel or property. The Contractor shall ensure that procedures are in place to report the calls immediately to the appropriate law enforcement agency(ies).

#### C.3.5.5.3 Facility Security

Contractor is responsible for providing a physically secure facility for people, equipment, and documentation. All security requirements apply to the Contractor facility, alternative facility, or any subcontractor facilities. When designing physical security measures, Contractor shall address factors including, but not limited to:

*Controlled access* - All personnel who enter the facility shall be issued a badge or identification card. Employees have a permanent badge and approved visitors receive a temporary badge. In general, facility access is limited to: Contractor personnel performing work under contract; authorized Government personnel; maintenance personnel or suppliers performing upkeep or repair of facilities or equipment; customer personnel visiting the site on official business; and personnel as approved jointly by Contractor and the Government. Contractor must obtain Government approval prior to granting either current or potential customers access to areas where Government work is performed. Terminated employees shall have their badges removed and their accounts deactivated and/or deleted from any system access immediately upon termination. Proof of such removal shall be documented by Contractor and made available to the Government upon request.

*Data and telecommunications center* - The primary data and telecommunications center is secured through the use of key-code access or equivalent technology with entrance granted only to those requiring access to this area on a regular basis to perform their normal job functions or who are escorted as in the case of visitors or technicians.

*Confidential information* - Subsequent to the award of each task order, the Government will provide Contractor with a listing of items it deems proprietary and confidential in nature. Examples of such data include, but are not limited to, customer names, addresses, and social security numbers. Contractor shall implement appropriate security measures to ensure such data is safeguarded in a manner consistent with those employed by the Government. Examples of data security include locked file storage, confidentiality stamping, restricted system access, data encryption, restricted print options, and disposal by shredding.

*Proper notification* - Contractor shall report all attempts made, whether successful or not, to breach the physical security of the facilities or primary data centers where the work is performed, or any related telecommunications and information systems that support each task. The Contractor shall adhere to applicable agency IT Incidence Handling Procedures for reporting these intrusions, including escalation to Department of Homeland Security FedCIRC if necessary. Such reports shall be made to the Government as soon as possible and in no event more than twenty-four (24) hours after discovery of the incident. In rare instances, the Contractor may receive communications such as calls or e-mail that threaten the well being of the Government and/or other personnel or property. The Contractor shall ensure that procedures are in place to report the threatening communications immediately to the appropriate law enforcement agency(ies).

**C.3.5.5.4 Contingency/Disaster Recovery**

The Contractor shall develop and implement, as part of the Security Plan, contingency/disaster recovery plans and procedures addressing operations in the event of a shutdown or lapse in service for any reason. This is to minimize service disruption to Government customers. The plan shall identify risks as well as steps necessary to prevent it from happening in the first place. The plan shall include an alternate set of steps to minimize the impact should prevention fails. The plan must define the precise steps to be taken to recover as quickly as possible, including recovery procedures for physical facility, data systems, contact center systems and applications, communications networks, electrical service, customer access points, partners and procedures, and staff. The Contractor shall develop and implement procedures to test the plan on an annual basis, at a minimum. The plan shall be developed in accordance with Contingency/Disaster Recovery requirements specified in individual task orders and applicable agency IT Security Policy and NIST Special Publication 800-34, Contingency Planning Guide for Information Technology Systems.

**C.3.5.5.4.1 Program Operations Recovery**

In the event of periodic or catastrophic failures that restrict or terminate program operations, the design of both the contact center infrastructure and the communications network servicing the Government requirements shall include sufficient redundancy to allow normal business operations to continue with minimal disruption and inconvenience to customers for all access channels.

**C.3.5.5.4.2 Voice Recovery**

When designing disaster recovery plans for the communications network, Contractor shall address factors including, but not limited to:

- Network routing - If an individual facility should become inaccessible, a sufficient communications network shall be in place to allow for forwarding of customer calls to one or more alternate facilities. If the outage is brief, the network shall resume normal call routing as soon as the primary facility is operational again.
- Operational impact - Documented policies shall exist for assuming workload from an incapacitated facility for immediate, short-term, and long-term relief.
- Simulated tests - Regularly scheduled simulated tests shall be conducted for purposes of preparing the staff and assessing the plan's viability.

**C.3.5.5.4.3 Data Recovery**

When designing disaster recovery plans for data recovery, Contractor shall address factors including, but not limited to:

- Backup routines - The ease and frequency of which backup routines are conducted and the ability to backup data on remote servers/processors.
- Effectiveness - The degree to which data can be compressed for backup purposes and the ability to perform unattended backups on high-density/high-capacity storage devices.
- Operational impact - The time that is required to complete backups and the need to remove users from the system to conduct backup routines.

Subsequent to the initial effort, the Contractor shall provide services, including, but not limited to the following:

- Collect, organize, select, record, verify, update, and present relevant information in the knowledge management system on an ongoing basis.
- Update and manage the content of the knowledge management system on an on-going basis.
- Develop a procedure to ensure agency concurrence on all updates and information dissemination from the knowledge management system to any other media.
- Conduct research of agency-approved sources of information and develop appropriate responses to customer inquiries.
- Organize information into suitable means for easy access by all contact center employees, Government employees, and/or customers.
- Analyze usage data of the knowledge management system to determine trends and patterns.
- Analyze new inquiries and inquiry trends to develop responses based on research.
- Collect, organize, and prepare information and answers to frequently asked questions for dissemination using automated systems, such as interactive voice response, automatic fax-back, information search and retrieval systems, and web-based systems.
- Where new and topical inquiries arrive, have a mechanism for collection (from IS to management), quick preparation of response, and a means of advising the Government of these sudden unexpected influxes of question categories
- Ensure that, where applicable, additions, changes, or deletions of materials from the knowledge database are carried over to corresponding IS training and support materials.
- Website Content Coordination - The Contractor shall share relevant inquiry data and trends with agency web support team to ensure that information provided at the agency websites and the contact center is accurate, up-to-date, and meets the needs of agency customers.
- Filing System - The Contractor shall establish and maintain a filing system that shall allow Government oversight of, at a minimum, written and electronic correspondence, employee (but not individual) performance, work stoppages, agency liaison, hardware and software maintenance, database maintenance, call data, and contract reports.

### C.3.5.7 Contact/Case Management

The Contractor shall develop, implement, administer and manage the required contact/case management system to effectively track the status and disposition of all customer contacts as required in individual task orders. The Contractor shall incorporate best practices in system design to minimize, to the extent possible, keystrokes or data entry required for recording inquiry tracking and management data (i.e., use of preformatted data entry forms with pull-down and/or multiple choice selection items). This system shall be accessible to authorized contractor personnel and Government employees onsite and via Internet access from remote locations. Access to the contact/case management shall be limited based on the individual agency program support needs and level of authority, and shall be restricted only to authorized

felony record and has a satisfactory history of credit. Additional background checks or security clearances may be required as specified in individual task orders.

#### C.4.1 Key Personnel

The Contractor must have the capability to provide qualified personnel to meet the specific requirements of each task order. At a minimum, the Contractor shall provide the following key personnel:

**C.4.1.1 Program Manager** - responsible for managing and implementing the overall contract requirement and oversee implementation of more complex tasks; organizes, directs, coordinates planning, and implements all contract and/or task order support activities; interacts with high level program officials regarding issues and status of the contract and/or task orders; coordinates financial and staffing resources; monitors and analyzes contract and performance data and reports results to senior Government officials; coordinates recruitment and training activities to keep staff current on agency programs and performance objectives; manages the activities of subcontractors; and reviews contract, operations and management reports. The Government reserves the right to approve the selection of the Contractor-assigned Program Manager prior to his/her placement in supporting the task if such assignment is warranted.

**C.4.1.2 Project Manager** - responsible for managing and implementing individual task requirement; organizes, directs, coordinates planning, and implements all project support activities; interacts with program officials regarding issues and status of the project; coordinates financial and staffing resources; monitors and analyzes performance data and reports results to the Government; coordinates training activities to keep staff current on agency programs and customer service objectives; manages the activities of subcontractors; and prepares operations and management reports. For each task, the Government reserves the right to approve the selection of the Contractor-assigned Project Manager prior to his/her placement in supporting the task.

**C.4.1.3 Site Manager** - responsible for overall daily operations and management of the contact center, including staffing, facility, training, service delivery, problem escalation and resolution, and performance monitoring; provides technical assistance to the planning, design, installation, modification, and operation of telecommunications and information systems capabilities; ensures all functions and processes are implemented and operated properly.

**C.4.1.4 Information Systems Security Manager (ISSM)** - responsible for ensuring that information systems used in supporting task requirements meet initial and ongoing compliance of information systems security requirements in accordance with FIPS Publication 200, Minimum Security Requirements of Federal Information Systems. The ISSM shall ensure that information systems used to support a specific task meet the minimum security requirements as defined in FIPS Publication 200 through the use of security controls in accordance with the NIST Special Publication 800 - 53, Recommended Security Controls for Federal Information Systems, As Amended. This includes preparing all required documentations for the compliance process, including security plan, risk assessments, contingency and contingency test plans, configuration management plan, system test and evaluation reports, security certification and accreditation package.

To meet specific task requirements, the Government may require the assignment of one or more key personnel in support of a task. The Government may also identify additional key personnel requirements in individual task orders.

#### C.4.2 Support Staff

C.4.2.8 *Technical support* - ensure all areas of systems architecture, security, design, development, analysis, installation, programming, testing, maintenance, administration, and ongoing support for contact center hardware, software, network, telecommunications, and Internet equipment and services.

This is not a complete list of all responsibilities, duties, efforts, or skills associated with these positions, but is intended to serve as an overview of the functions that the Contractor is expected to perform.

#### C.4.3 Information Specialists (IS)

The Contractor shall provide sufficient contact center IS staff to perform the functions specified in individual task orders. The Contractor shall ensure that ISs possess the appropriate qualifications and skills required to perform the task. Unless specifically authorized in the task orders, all ISs shall be situated in contractor-provided facilities with restricted access.

C.4.3.1 Qualifications - Each member of the Contractor-provided IS staff shall meet the following minimum requirements:

- High school diploma or General Educational Development (GED) Certificate
- Language proficiency equivalent to meeting an Interagency Language Roundtable (ILR) Level-5 or S-5 requirement. An individual at this level is described as follows: a) has a speaking proficiency equivalent to that of an educated native speaker; and b) has complete fluency in the language, such that speech on all levels is fully accepted by educated native speakers in all of its features, including breadth of vocabulary and idiom, colloquialism, and pertinent cultural preferences.

C.4.3.2 Competencies - The Contractor-provided IS staff shall demonstrate the requisite skills and knowledge to perform the following functions, at a minimum:

- Oral and written communication skills sufficient to facilitate clear and accurate information exchanges with customers.
- Ability to control the pace and flow of the inquiry/request and manage call time effectively.
- Ability to handle inquiries and requests in a courteous and professional manner, including calls received in crisis situations, and/or from abusive callers.
- Ability to listen to and empathize with customers and acknowledge their concerns.
- Ability to follow protocol and to apply sensitivity and discretion in handling confidential information.
- Ability to gather information to determine a customer's needs, apply problem-solving skills, and resolve the inquiry/request effectively.
- Computer and keyboarding skills sufficient to record information from the inquirer in an accurate and efficient manner.
- Ability to use the web to search and retrieve information.

**C.4.3.3.5 Minimum Qualifications Requirements for Supervisory Information Specialists**

In addition to meeting minimum education and/or experience requirements specified for Information Specialists specified above for the respective skill category, Supervisory Information Specialists shall meet the following minimum requirements:

- Two or more years experience serving as an Information Specialist at the respective skill level, or one or more years of experience supervising Information Specialists at the respective skill level.
- Excellent oral and written communications skills
- Strong organizational skills
- Skilled at oral and written reviews as well as coaching to improve performance
- Must be positive and self-motivated with the ability to change priorities on demand
- Solid understanding of computer basics (Windows, Excel, Word, Operating Systems and Internet applications such as web, email, and chat).

**C.4.3.4 Multi-language Support**

The Contractor shall provide qualified personnel in sufficient quantities to meet the language requirements specified in individual task orders. At a minimum, the Contractor must have the capability to supply ISs who are proficient the following languages:

- English
- Spanish
- Mandarin
- Cantonese
- French
- German
- Japanese
- Korean
- Vietnamese

The specific language requirement and associated work volumes will be specified in individual task orders issued by the Government. The Contractor shall incorporate all appropriate considerations for multi-language requirement into the support for each task including, but not limited to, areas such as training, quality monitoring, supervision, and automated services.

**C.5 FACILITIES TO BE PROVIDED**

**C.5.1 General**

The Contractor shall provide adequate facilities to support the contact center operations, including, but not limited to the following:

- Work areas,
- Employee lounge areas,



- The site shall be designed to provide an office environment that is conducive to providing customer support, supporting private conversations, and facilitating communication among staff.
- The site shall be designed to provide space, furnishing, acoustic, lighting, and temperature environment that meets or exceeds contact center industry standards.
- The site shall be designed to accommodate modern telecommunications and computer systems and contact center furnishing.
- The site shall be designed to meet other environmental control standards that are in compliance with Federal, state, local, and industry standards.
- The site shall be supported by an appropriately sized backup generator and a non-interruptible power supply.
- The site shall be designed to provide redundant, high bandwidth, high availability connections to the telephone network and the Internet.

#### **C.5.4 Project Housing**

The Contractor-provided workspace assigned to support specific tasks shall meet the following criteria:

- Contiguous workspace shall be provided for the entire complement of IS staff supporting a specific task within a given site.
- Security of information is a key concern of the Government. The Contractor shall provide a secure facility with restrictive access to only those Contractor employees and authorized Government representatives who support specific tasks.
- Unless specifically authorized by the Government on an individual task order basis, hoteling of IS seats, whereby no specified grouping of seats is assigned to the task on a permanent basis, is not permitted.
- Contractor shall designate at no additional cost to the Government a non-exclusive space for an authorized Government representative, to work when onsite. The space shall include enclosed office space and workstation, computer and Internet access, telephone and modem lines, administrative support and services, and security. Transitory Government personnel shall be provided workspace if available.

##### **C.5.4.1 Exclusive-Use Space**

To meet specific program requirements, the Contractor may be requested to provide space for the exclusive use of one or more authorized Government representatives. Specific space requirements, if required, will be included in individual task orders.

#### **C.5.5 Facility and Systems Access**

The Contractor-provided facilities and systems shall be designed to provide physical and information access security with security monitoring and access restriction at all times. Access to the contractor-provided facilities shall be provided to authorized Government personnel at anytime during the normal

2201 C.6.1.2 *Automated Fax-Back/Fax on Demand* – The system shall have the capability to allow  
2202 customers to generate a request for a document to be automatically sent to their fax machine. This  
2203 function can also be activated internally by a IS to send documents to a customer's fax machine.  
2204

2205 C.6.1.3 *Automatic Numbering Identification (ANI)* - Certain caller information, such as the caller's  
2206 telephone number, may be used to identify the caller and access caller information to facilitate customer  
2207 service and/or to support the compilation of caller demographic information. Numeric area code  
2208 information shall be translated to reflect its corresponding geographic location (e.g., area code 202 would  
2209 be reflected as Washington, DC) for reporting purposes. The contact center system shall be ANI-enabled  
2210 and possess any additional software required to support such functionality.  
2211

2212 C.6.1.4 *Accounting and Management* – The system shall provide accounting and management  
2213 capabilities for all inquiry types.  
2214

2215 C.6.1.5 *Call Queuing* – The system shall queue incoming calls and provide callers with an estimated  
2216 wait time in queue and other recorded messages. The system shall provide the caller with an option to  
2217 stay in queue or leave a message for callback based upon response to prompts. During or upon  
2218 completion of the callback message, callers shall have the option of returning to the queue without losing  
2219 his or her place in the queue.  
2220

2221 C.6.1.6 *Call Transfer* – The system shall be capable of transferring calls to a different workgroup  
2222 within the contact center and/or to a workgroup located in a different contact center via blind or attended  
2223 transfer, as specified by the Government. The call transfer function may be activated automatically by the  
2224 caller or manually through the IS. The Contractor shall provide the most efficient and cost effective way  
2225 of transferring the calls unless otherwise directed by the Government. The system shall be capable of  
2226 tracking the quantity and duration of calls transferred from one program to another program within the  
2227 Contractor's system.  
2228

2229 C.6.1.7 *Computer Telephony Integration (CTI)* – The system shall be capable of displaying caller-  
2230 relevant information at the IS workstations (e.g., via screen pop technology). The displayed information  
2231 may be triggered by DNIS, and/or ANI information, and/or through information entered by the caller or  
2232 IS, and/or through data gathered by the IVR service.  
2233

2234 C.6.1.8 *Dialed Number Identification Service (DNIS)* – The system shall be DNIS-enabled, in order  
2235 to distinguish incoming calls by the called number and route them to the appropriate response system  
2236 and/or IS. The system shall be capable of providing the appropriate program identification (e.g., via  
2237 whisper announcement) at the IS workstation.  
2238

2239 C.6.1.9 *Automated Voice Response* – The system shall be equipped with innovative and effective  
2240 automated voice response solutions that enables the callers to obtain answers to frequently asked  
2241 questions quickly and in a customer friendly manner. The solutions include the use of IVR, voice  
2242 recognition and text-to-speech technologies. The system shall have the ability to quantify (aggregate by  
2243 menu and message) the selections of callers by business and non-business hours and days for reporting  
2244 purposes. The system shall accommodate callers with touch-tone and rotary telephones/dial pulse  
2245 telephones who seek information via self service and/or assistance.  
2246

2247 C.6.1.10 *TDD/TTY Calls* – The system shall be equipped with Telephone Device for the Deaf (TDD)  
2248 or TTY (ASCII) terminals for responding to inquiries from individuals who are hearing and visually  
2249 impaired.  
2250

2302 C.6.2.10 *Management Reports* – provides a full array of scheduled and ad hoc management reports in  
 2303 a commonly used electronic format that track e-mail volume statistics, category and agency breakouts,  
 2304 historical data, trends, case tracking, productivity and performance measurements. The reports shall  
 2305 include both summary and detailed data. The Contractor shall assure that the information on the reports  
 2306 can be grouped and sorted by the fields in the inquiry tracking database. Reports shall be accessible via a  
 2307 secure web site. The preferred delivery method will be through the use of XML.  
 2308

2309 C.6.2.11 *Interoperability* – The systems shall be able to exchange e-mail with Government e-mail  
 2310 systems.  
 2311

2312 C.6.2.12 *Security* – security all required measures to ensure that the security of the e-mail and  
 2313 associated systems are not compromised (e.g. content checking, anti-virus, e-mail exploit detection and  
 2314 defense, and threats analysis).  
 2315

2316 C.6.2.13 *Storage* – provides sufficient capacity to store all incoming and outgoing e-mail messages,  
 2317 case tracking data, and other relevant information - at a minimum - for the current fiscal year and the  
 2318 previous fiscal year.  
 2319

2320 C.6.2.14 *Mass Mailing* – provides the ability to transmit information via e-mail to lists of recipients  
 2321 stored within the system in accordance to pre-established schedule and/or as directed in the task orders.  
 2322

2323 C.6.2.15 *Message Blocking* – provides the capability to automatically block e-mail inquiries sent from  
 2324 other than web form(s) designated by the Government from reaching the e-mail messaging system. This  
 2325 includes replies to the Contractor's responses sent by the inquirers using the "reply to" function.  
 2326

2327 C.6.2.16 *Auto Copy of Responses* – provides the capability to send a copy of the responses via bcc to  
 2328 up to 5 e-mail addresses at the time of the response.  
 2329

### 2330 C.6.3 FAQ System

2331  
 2332 The Contractor shall provide a reliable, scalable, and secure FAQ solution that provides the capabilities  
 2333 specified in Section C.3.1.11 of this SOW.  
 2334

### 2335 C.6.4 Knowledge Management System

2336  
 2337 The Contractor shall provide an integrated knowledge management system to store, organize, search and  
 2338 retrieve knowledge needed to respond to inquiries received via all communications channels, including  
 2339 those received through the hosted FAQ service. The service shall incorporate innovative self-learning or  
 2340 equivalent technology to analyze, organize, and present information to enhance the user's ability to  
 2341 effectively find information. At a minimum, the system shall have the following capabilities:  
 2342

2343 6.4.1 Real-time access to knowledge base via an easy-to-use secure web or equivalent interface for  
 2344 posting, updating, searching and retrieving information, including management reports by authorized  
 2345 personnel. Capability of sharing FAQ answers and information in the knowledge base with other systems  
 2346 and/or services through the use of XML.  
 2347

2348 6.4.2 Real-time and historical insight in the usage pattern and usefulness of the stored knowledge.  
 2349

2350 6.4.3 Real-time access to search and retrieve information via the Internet by the general public.  
 2351

**C.6.7 Customer Survey Automation**

The Contractor shall provide the capability to survey callers in an automated fashion for purposes of customer satisfaction assessment. The system shall provide the means to capture and transcribe the comments for analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results. All surveys shall be conducted in accordance with rules prescribed by the Government as defined in individual task orders (e.g. no surveying of calls placed for emergency purposes, surveys not offered to the same caller more than x times in x months).

**C.6.8 Compliment and Complaint Management**

The Contractor shall provide an automated capability to gather and report on customer complaints, compliments, and other service related comments/suggestions. The system shall provide the means to capture and transcribe the comments for analyses

**C.6.9 Service Monitoring and Quality Control**

The Contractor shall provide the capability for performance monitoring from a remote location. Supervisory and quality control personnel shall be able to monitor the performance of the ISs without plugging into the IS telephone sets. The monitoring system shall allow for silent monitoring both with and without tone indication to the IS during monitoring. The system shall have the following capabilities:

6.9.1 Monitoring sessions that can be scheduled and recorded for later review by supervisory and quality assurance personnel

6.9.2 Monitoring system that can record the voice and data portions of the transaction

6.9.3 All calls recorded for quality monitoring purposes shall be retained for a 90-day period, at a minimum, and permit tracking of IS actions in securing the response. The monitoring mechanism should permit calls recorded in sufficient quantity to allow for random selection of calls for review..

6.9.4 Remote access for monitoring by authorized Government personnel.

**C.6.10 Training**

The Contractor shall provide audio and visual equipment, computer workstations and servers, and other training aids to facilitate training of contractor staff.

**C.6.11 Literature Fulfillment**

The contact center system shall be capable of generating transactions fulfilling information requests (e.g., postal mail, E-mailing or facsimile of forms or information booklets) and relevant communications with customers. The system used for this function shall incorporate an alert process that notifies the appropriate resource to open and process requests as they are received. The contact center shall use laser-quality printers to provide the capability to print letters, product information, or other relevant information in black and white and/or in color. Contractor shall also be capable of electronically tracking the request through fulfillment.

**C.6.12 Voice Mail and Electronic Mail**

- 2495 ○ Ability to send copy of the session transcription via e-mail to the user and/or the Government
- 2496 ○ Ability to enable users of the chat service to copy and/or print the content of the entire chat
- 2497 session onto an electronic or print media.
- 2498

#### 2499 **C.6.15 Power Supply**

2500  
2501 The Contractor shall provide emergency electrical power generation capability, as well as an  
2502 uninterruptible power supply (UPS) to ensure continuity of contact center operations. The UPS shall be  
2503 capable of protecting systems from voltage lags, over-voltage conditions, line frequency fluctuations, and  
2504 power blackouts. It shall be capable of sustaining operations in the event of loss of normal sources of  
2505 power until the backup generators can come online. The backup generator shall be capable of sustaining  
2506 full contact center operation for a minimum of 24 hours. The transition from normal to emergency to  
2507 backup power shall occur without loss of power to systems and without the disconnection of calls in  
2508 process, loss of data, or customer calls queued for service.  
2509

#### 2510 **C.6.16 Database Design**

2511  
2512 All database design shall conform to industry standards and conventions and shall be capable of sharing  
2513 data with other Government/contractor systems through the use of XML. Any such databases shall be  
2514 capable of sustaining a heavy query transaction load without impacting required system response  
2515 requirements. These databases shall be designed and implemented to provide continuous read/write  
2516 access during the Project required availability times. Maintenance cycles may restrict access as long as  
2517 they are of short duration, scheduled outside of normal business hours and coordinated and approved by  
2518 the Government.  
2519

### 2520 **C.7 TELECOMMUNICATIONS SERVICES TO BE PROVIDED**

#### 2521 **C.7.1 Local Telecommunications Services and Internet Access**

2522  
2523 The Contractor shall provide the required local exchange carrier (LEC) and Internet access services to  
2524 meet task requirements.  
2525  
2526

#### 2527 **C.7.2 Intercity Telecommunications Services**

2528  
2529 The Government may provide its own intercity telecommunications services as Government Furnished  
2530 Equipment or request the Contractor to provide the services as part of the overall solution.  
2531

2532 Government furnished intercity telecommunications services may include domestic and international toll-  
2533 free services and outbound intercity telecommunications and dedicated transmission services (between  
2534 the contractor facility and Government location(s)) furnished through the Federal Government's long  
2535 distance carrier and other contracts. Dedicated transmission services between contractor facilities shall be  
2536 provided by the Contractor. Intercity telecommunications services provided by the Government may  
2537 include the following features:  
2538

- 2539 ○ Domestic and international toll-free services with nation-wide single number coverage and call
- 2540 routing features (e.g. area code routing, time of day and day of week routing, percent allocation
- 2541 routing, area code routing, allocation routing, alternative routing)
- 2542 ○ Call termination features (e.g. network call transfer, dialed number identification service (DNIS)
- 2543 ○ Automatic number identification (ANI)

Contractor shall schedule and manage the contact center workforce to ensure adequate staffing is available to meet workload requirements.

#### C.8.1 Recruitment and Retention

The Contractor shall develop and implement an effective program to ensure timely recruitment and long term retention of qualified personnel to support task order requirements. At a minimum, the program shall address corporate human resources support, recruitment sources, testing and qualification processes, retention techniques and incentives, and employee satisfaction.

#### C.8.2 Training

The Contractor shall develop and implement a comprehensive training program that shall ensure that contact center staff provides superior levels of customer service across all customer access channels. Training courses shall provide participants the opportunity to develop skill levels in comprehensive customer contact and subject knowledge, and shall be provided through both classroom instruction and technical on-the-job training.

On a task order basis, the Government and the Contractor shall work together to jointly develop initial training. The Government will provide content-unique and organization-specific material as part of initial training. The Contractor shall provide customer service skills, equipment, database(s), and policy/procedure training. The duration of the training will vary depending on the task requirements. The training shall be both classroom and hands-on, computer-based and should include, at a minimum, working with databases and applicable Government furnished systems. The training shall be conducted at the Contractor's facility, and the Contractor shall bear all related costs.

##### C.8.2.1 Training Curriculum

Contractor shall construct training coursework and materials to address specific learning objectives of various groups. All training coursework and materials are to be approved by the Government prior to presentation to contractor personnel. The training curriculum shall include the following minimum components:

**C.8.2.1.1 Information Specialists** – Training programs shall be developed from the premise that all new staff has little or no contact center experience. The courses shall provide participants the opportunity to develop skill levels in telephone etiquette, listening, problem-solving, verbal and written communication, managing stress, working in teams, and other course modules related to foundational customer contact and human interaction skills. The Contractor shall ensure that ISs are adequately trained in the handling of calls from: non-English speaking individuals; individuals who are hearing, speech, or visually impaired; individuals with low literacy ability; irate and/or abusive callers; callers in crisis situations; and any other caller diversity issues that may be identified. In addition, training shall be developed to educate ISs in the terminology, services, laws and regulations (e.g., Privacy Act), systems, and protocols specific to the task requirements.

**C.8.2.1.2 Leadership** – Courses shall provide participants with an overview of project goals and objectives, performance goals (e.g., quality, and productivity) and contact center management (e.g., operations, and service level). Participants shall be provided the opportunity to develop skills in coaching, team-building, time management, problem solving, and other course modules related to human performance management. In addition, training shall be developed to educate the leadership team in the terminology, services, systems, and protocols specific to the task requirements.

2691 training. The Contractor shall maintain copies of all training records and reports for the duration of the  
 2692 contract.

#### 2693 2694 C.8.2.6 Training Metrics and Analysis

2695 The Contractor shall provide training metrics and analysis, including, but not limited to the following  
 2696 tasks:

- 2697 ○ Measure IS classroom training performance by a combination of written tests and job-simulated  
 2698 exercises at the level of baseline performance goals for new ISs and target performance goals for  
 2699 experienced ISs.
- 2700 ○ Analyze the results of IS training performance measures.
- 2701 ○ Measure training effectiveness and performance of the instructor(s) by third party analysis or  
 2702 student survey.
- 2703 ○ Revise the training program based on the results of IS and instructor performance metrics,  
 2704 focusing on those ISs for whom additional/modified training may be indicated.

### 2705 2706 2707 2708 2709 2710 C.9 QUALITY ASSURANCE/QUALITY IMPROVEMENT

2711 The Contractor shall develop, implement, and manage a Quality Assurance/Quality Improvement  
 2712 Program to ensure that services delivered comply with the performance standards specified by the  
 2713 Government. The program shall include on-site and remote service monitoring capabilities and  
 2714 performance analysis to support planning and operation of the contact center on an ongoing basis. The  
 2715 program shall also include regular call calibration sessions to ensure all its quality professionals define  
 2716 and perceive customer interactions in the same way. Calibrated quality professionals shall monitor each  
 2717 full time IS assigned to specific programs a mutually agreed upon number of times and shall prorate  
 2718 monitoring sessions for part time employees so that they receive the same level of monitoring as do full-  
 2719 time employees. For each IS, quality professionals shall schedule monitoring sessions at various times of  
 2720 the day and various days of the week to ensure a fair representation of IS performance (e.g., monitoring  
 2721 back-to-back calls for a single IS would not be acceptable). The Contractor and the Government will  
 2722 mutually agree upon the criterion for calibration. Upon task order award, the Government and Contractor  
 2723 shall schedule and conduct calibration sessions to reach the acceptable criterion for calibration.  
 2724 Evaluations conducted by quality professionals shall be available to the Government both in an individual  
 2725 and an approved consolidated report format. The Government requires that Contractor documents in  
 2726 detail the data, results, conclusions, recommendations, action plans, and improvement priorities identified  
 2727 as a result of quality monitoring. Contractor shall ensure legal and regulatory compliance concerning  
 2728 notification and consent when monitoring calls for quality purposes and shall verify that call monitoring  
 2729 complies with all applicable Federal, State, and local laws and statutes.

#### 2730 2731 2732 C.9.1 Service Monitoring and Calibration

2733 The Contractor shall provide on-site and remote service monitoring and performance analysis to support  
 2734 planning and operation of the contact center. Contractor shall develop a comprehensive service  
 2735 monitoring plan, including, but not limited to, the following components:

2736 Monitoring processes - Contractor shall develop and implement a continuous performance-monitoring  
 2737 program to ensure that ISs are performing in accordance with the performance standards defined by the  
 2738 Government as specified in individual task orders for all communications channels. Contractor shall  
 2739  
 2740



provided services. Obtain all appropriate approvals in compliance with Federal regulations and statutes prior to initiating any survey activities. The Contractor shall use the results of the customer satisfaction assessment to determine customer perceptions about the quality of the service delivery, IS system performance, and the overall process of service fulfillment. Contractor shall use these results to develop and implement action plans to continually improve customer satisfaction, and shall provide the results of both the survey and action plans to the Government for review upon request.

**C.9.2.4 Employee satisfaction assessments** – Develop and implement a continuous program both to monitor employee satisfaction, assess employee job needs, and to determine employee perceptions about the quality of the support provided by Contractor and the operational environment. Provide the results of the assessments (including prioritized recommendations) to the Government for review upon request and cooperate with the Government to devise action plan to target any suggested improvements, including required actions, responsibilities, and timeframes.

### **C.9.3 Quality Improvement Program**

The Contractor shall develop, implement, and manage a Quality Improvement Plan that incorporates customer-focused initiatives into the contact center solution, including, but not limited to:

**C.9.3.1 Compliment and complaint management** – Contractor shall have an automated Compliment and Complaint Management process to capture customer service information regarding areas of service issues and customer need. Contractor shall compile and analyze such data, identifying market opportunities or opportunities for improvement where appropriate, and reporting such information to the Government on a monthly basis.

**C.9.3.2 Employee suggestions** – Contractor shall conduct regular surveys to collect ideas from ISs for improving customer satisfaction. This input shall be provided to the Government on a monthly basis. The Government will use this information in their efforts to improve customer satisfaction. For those areas related to Contractor's performance, Contractor shall develop and implement action plans to continually improve customer satisfaction and shall make these plans available to the Government upon request.

**C.9.3.3 External operational assessments** – Contractor shall permit the Government, and/or a Government authorized third party, to conduct, at the Government's expense, operational assessments of Contractor's operations to determine the quality of service delivery, the quality of IS system performance, and the efficiencies of the operations. Operational assessment includes a validation and an audit of the contact center. It may include organizational and training assessments as well as other task-related activities performed by the Contractor. The purpose of these assessments is to gain information concerning the operation, identify opportunities to support improvements of contact center operations, and opportunities for the Government to support Contractor. The Contractor shall cooperate fully in any such review, provide the Government (or designated third party) with information, and explain Contractor's procedures and operations to the Government, if necessary. The Government will provide Contractor feedback on the results of any operational assessments. The Government and Contractor shall identify high-priority recommendations, and cooperate to develop and implement action plans that target high-priority improvements.

## **C.10 PERFORMANCE MANAGEMENT**

The Government intends to establish performance standards that will be used to measure contractor performance and a methodology for calculating incentive awards for superior performance on a task order-by-task order basis. The Government will consult the Citizen Services Level Committee (CSLIC)

2894

2895 The Government reserves the right, during and for a 3 month period immediately after the Start-Up Phase  
 2896 of each task, or in cases of special circumstances/crisis situations, or non-performance, to request more  
 2897 detailed and more frequent reporting at no additional cost to the Government. In cases of non-  
 2898 performance, the Government may request such reports until such time as Contractor performance levels  
 2899 have stabilized and are in full compliance of contract requirements.

2900

### 2901 C.11.3 Problem Resolution Reports

2902

2903 In support of each task, the Contractor shall collect and compile a list of customer requests for  
 2904 information, services, or fulfillment literature that the Contractor is unable to answer or provide given the  
 2905 tools and data at its disposal. Such reports shall include both detailed and consolidated data and reference  
 2906 the specific information or item requested. The reports shall provide an explanation of how these  
 2907 inquiries were handled and/or resolved.

2908

### 2909 C.11.4 Monitoring Reports

2910

2911 In support of each task, the Contractor shall compile the results of call and work monitoring efforts  
 2912 including monitoring results, conclusions, recommendations, action plans, and improvement priorities.  
 2913 Such results should include both accuracy of information provided and accuracy of information recorded.  
 2914 These results shall be available in both individual and consolidated report formats.

2915

### 2916 C.11.5 Compliment and Complaint Management Reports

2917

2918 In support of each task, the Contractor shall gather and report customer comments to the Government on a  
 2919 monthly basis. At a minimum, this report shall include a categorization and tally of comments received  
 2920 according to predefined disposition codes, verbatim customer comments as captured by the automated  
 2921 survey equipment or IS, or the actual document from which they were received, and an analysis and  
 2922 trending of the type and quantity of comments recorded over the life of each task.

2923

### 2924 C.11.6 Ad Hoc Reports

2925

2926 In support of each task, the Contractor shall provide up to twelve (12) ad hoc reports annually at no  
 2927 additional cost to the Government. Such requests will be initiated and approved by the Contracting  
 2928 Officer or his/her duly authorized representative. The Government reserves the right, during initial  
 2929 project implementation or in cases of non-performance, to request more detailed and more frequent  
 2930 reporting at no additional cost to the Government until the need for such reports subside or Contractor  
 2931 performance levels have stabilized and are in full compliance of contract requirements.

2932

## 2933 C.12 GOVERNMENT FURNISHED PROPERTY

2934

2935 The Government will furnish pertinent information to the Contractor for use in the performance of each  
 2936 task. Examples of information that may be provided by the Government include, but are not limited to,  
 2937 the following:

2938

- 2939 ○ Privacy Act guidelines
- 2940 ○ Escalation procedures and guidelines
- 2941 ○ Business rules and/or response formats and guidelines

2985  
2986 C.13.3.2 *Facilities* – identifies and defines the contact center design, including work and office space  
2987 and training facilities.  
2988

2989 C.13.3.3 *Technology* – identifies and defines the system architecture and configurations for both  
2990 primary operation and backup systems, including those supporting automated and manual inquiry  
2991 processing, workforce management systems, knowledge/inquiry tracking databases, quality monitoring  
2992 and training systems, management reports and other support tools used to support the contact center  
2993 operations. Defines the use of XML within the system architecture to maximize data sharing with other  
2994 Government/contractor systems.  
2995

2996 C.13.3.4 *Networks* - identifies and defines the telecommunications/Internet services and most cost  
2997 effective network design for supporting the contact center operations.  
2998

2999 C.13.3.5 *Operations* - identifies processes and procedures for managing automated and attended  
3000 functions, automated voice response script design and maintenance, call routing design and management,  
3001 workforce scheduling and management, and service delivery strategies.  
3002

3003 C.13.3.6 *Disaster Recovery/Contingency Plan* – identifies every risk as well as the steps necessary to  
3004 prevent it from happening in the first place. The plan shall include an alternate set of steps to minimize  
3005 the impact should prevention fail. The plan must define backup and restoration processes and the precise  
3006 steps to take to recover as quickly as possible, including recovery procedures for physical facility, voice,  
3007 data, and desktop systems and applications, communications networks, electrical service, customer access  
3008 points, partners and procedures and staff. The Plan shall define the roles and responsibilities of contractor  
3009 personnel during contingent and disaster events, including plans for training the personnel to prepare  
3010 them to respond to such events. The plan shall include implementation procedures to test and execute the  
3011 plan on a regular basis to ensure preparedness for such events. The plan shall be developed in accordance  
3012 with applicable agency IT Security Policy and NISI Special Publication 800-34, Contingency Planning  
3013 Guide for Information Technology Systems.  
3014

3015 C.13.3.7 *Human Resources Management Plan* – includes the following:  
3016

3017 C.13.3.7.1 *Staffing* – identifies staffing resources for contact center operation and project  
3018 management. The plan shall include a staffing chart that identifies the allocated resources (expertise and  
3019 staff hours) needed to perform each of the required functions to support the project. The plan shall  
3020 include relevant details on recruiting and retaining employees, workforce scheduling and workload  
3021 management, supervision and quality monitoring practices. The Plan shall also address roles and  
3022 responsibilities of project and contact center staff by title and define supervisor and Quality Assurance  
3023 (QA) monitor to IS ratios that will be used in support of the task.  
3024

3025 C.13.3.7.2 *Training* – identifies plans, procedures, and methodologies for training contact center  
3026 employees, including the types and schedule of training to be provided, and criteria for selecting  
3027 instructors and training evaluation assessment methods.  
3028

3029 C.13.3.7.3 *Dismissal Procedures* – identifies procedures that the Contractor shall follow in the event  
3030 of a Federal Government closure or other emergency affecting the area in which the contact center is  
3031 located.  
3032

3033 C.13.3.8 *Knowledge/Case Management Plan* – identifies methodologies, processes and procedures  
3034 for effective knowledge management, including those required for developing, operating, and maintaining  
3035 the required knowledge and case management databases to support the contact center operations. Where

3086 C.13.3.7.18 *Value Engineering/Process Improvement Plan* – identifies plans and procedures to  
3087 evaluate new and emerging technologies and/or reengineering business processes to improve program  
3088 efficiency and customer service.  
3089  
3090 Additionally, the Contractor shall obtain and provide all permits, contracts, copyrights, licenses, etc.,  
3091 necessary for its performance of any tasks issued under this contract and shall provide copies of such  
3092 information to the Government upon request.

**SECTION D**

**PACKING AND MARKING**

3093

3094

3095

3096

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3098

**D.1 PRESERVATION, PACKAGING AND PACKING**

3099

All reports shall be properly packaged to ensure against any possible damage resulting from improper handling, inclement weather, water damage, or excessive heat or cold to ensure acceptance by common carrier for safe transportation to the point of delivery.

3100

3101

3102

3103

**D.2 PACKING LIST (GSAM 552-210-7) (APR 1984)**

3104

A packing slip or other suitable shipping document shall accompany each shipment and shall show the (a) name and address of the consignor (b) name and address of consignee, (c) Government purchase order (d) Government bill of lading number covering the shipment, if any, and (e) description of the material shipped, including item number, quantity, number of containers, and package number, if any.

3105

3106

3107

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3109

**D.3 FOB POINT**

3110

All reports called for in the contract shall be shipped by the Contractor to the Government F.O.B. destination.

3111

3112

3113

**D.4 SHIPPING INSTRUCTIONS**

3114

Unless otherwise directed by the Contracting Officer or the Contracting Officer's Technical Representative (COTR), all reports shall be submitted in accordance with Section F of the contract.

3115

**SECTION E****INSPECTION AND ACCEPTANCE****E.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates the following clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make a copy of the full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): <http://www.arnet.gov/far>.

**Federal Acquisition Regulation (48 CFR, APR 1984) Clauses**

Clause No.	Clause Title	Date
52.246-02	Inspection of Supplies - Fixed Price	AUG 1996
52.246-04	Inspection of Services - Fixed Price	AUG 1996
52-246-06	Inspection of Services Time and Materials and Labor Hour	MAY 2001
52.246-06	Inspection of Services Time and Materials and Labor Hour (ALT I APR 1984)	MAY 2001

**E.2 QUALITY CONTROL RESPONSIBILITIES****E.2.1 General**

The quality control of services provided under this contract shall be based on: (i) operational requirements and standards contained in this contract; (ii) work performance; and (iii) productivity requirements and standards, and (iv) data base information resource development and maintenance standards.

**E.2.2 Contractor Quality Control Responsibility**

The Contractor shall implement and adhere to the quality control plan provided as part of its Technical Proposal. The quality control plan shall be written by the Contractor's Quality Control Manager and approved by his/her immediate supervisor.

The Contractor is solely responsible for quality control of services that it provides. The Contractor's quality control program, which is embodied in the quality control plan, shall include, but not be limited to, the following. A monitoring and inspection system covering all the services listed in the Performance Requirements Summary. It must specify the elements of work performance to be monitored and inspected, either on a scheduled or unscheduled basis; the methods to be used; frequency of monitoring and inspection; the format and content of records and reports to be generated; and the title(s) of the individual(s) who will perform the monitoring and inspection. It shall include, but is not limited to:

- the method for identifying and preventing deficiencies in the quality of services performed before the level of performance can become unsatisfactory;
- the administrative procedures to be followed for reporting to the Contracting Officer's Technical Representative (COTR); and for responding to operational problems or complaints concerning work performance, qualifications, or other complaints about Contractor personnel; and
- preparation of system of on-site records of all inspections conducted by the Contractor and the corrective action(s) taken.

**SECTION F**  
**DELIVERIES OR PERFORMANCE**

**F.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates the following clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make a copy of the full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): <http://www.arnet.gov/far>.

**Federal Acquisition Regulation (48 CFR, APR 1984) Clauses**

Clause No.	Clause Title	Date
52.242-15	Stop-Work Order	AUG 1989

**F.2 PERIOD OF CONTRACT**

The contract becomes effective on Date of Award and continues in effect for a 2-year base period. In addition, the period of the contract is subject to four (4) two-year option periods at the prices provided for in Section B.

**F.3 OPTION TO EXTEND THE TERM OF THE CONTRACT**

The Government may exercise the options identified in Section F.2 by written notice to the Contractor within thirty (30) days prior to contract expiration. If the Government exercises this option, the extended contract shall be considered to include this option provision.

**F.4 SCHEDULE OF DELIVERABLES**

Within thirty (30) days after award of a contract, the Contractor shall provide to the Administrative Contracting Officer a fully redacted version of the contract, including all documents that are incorporated by reference on the Standard Form 26. The Contractor shall provide a camera-ready redacted copy and a matching copy that highlights the portions that have been redacted. Both copies must be in electronic format, and will be provided on the same CD- ROM. The Contractor must work diligently with the ACO until the Government and Contractor can agree upon all redacted material.

The Contractor shall provide the required deliverables based on the schedule identified in individual task orders issued by the Government. Specific means and format of deliverables will be specified in individual task orders.

**F.5 CONTRACT DELIVERABLE ACCEPTANCE**

Any contract documentation deliverable produced under this contract will be accepted or rejected in writing by the Government. Unless otherwise specified in the task order, the Government will have up to ten (10) working days to review the deliverable and provide comments. During this review period, the Government will have the right to reject or require correction of any deficiencies found in the deliverable that are contrary to the information contained in the Contractor's accepted proposal. After receiving the comments, the Contractor shall incorporate the changes into the deliverable and resubmit the final



**SECTION G**  
**CONTRACT ADMINISTRATION DATA**

**G.1 CONTRACT ADMINISTRATION**

Notwithstanding the Contractor's responsibility for total management during the performance of the contract, the administration of the contract will require maximum coordination between the Government and the Contractor. The following sections describe the roles and responsibilities of individuals who will be the Government and Contractor points of contact.

**G.1.1 Procuring Contracting Officer**

During the solicitation phase of this procurement, which is up to and including contract award, the Procuring Contracting Officer (PCO) is the Government's sole point of contact. The person designated as PCO for this procurement is Mr. Robert H. Corey. All documents and issues concerning the procurement should be provided to Mr. Corey at the following address:

General Services Administration  
Office of Chief Acquisition Officer  
Operational Contracting Staff (VC)  
1800 F Street NW (Room G127)  
Washington DC, 20405  
Attention: Mr. Robert H. Corey

Mr. Corey's telephone number is (202) 501-1797; his facsimile number is (202) 501-4281; and his e-mail address is: bob.corey@gsa.gov.

**G.1.2 Administrative Contracting Officer**

After contract award, Mr. Corey will appoint the General Services Administration Administrative Contracting Officer (ACO) by written notice to the Contractor. Upon appointment, the ACO will become the Government's sole point of contact. The ACO is responsible for administration of the contract. The right to issue contract modifications to the terms and conditions of the basic contract that is within the scope of that contract, to terminate the contract, to exercise option renewals, and to approve subcontractors will be delegated in writing to the ACO.

Communications pertaining to contract administration matters shall be addressed to the ACO. The ACO will be the only person authorized to make or approve changes in any of the requirements of this contract, and, notwithstanding any provision and/or clause contained elsewhere in the contract, said authority will remain solely with the ACO. In the event that the Contractor makes any change in the contract price, the Performance Work Statement, or any other contract terms and conditions at the direction of any person other than the ACO, such change shall be considered to have been made without authority, and no adjustment shall be made in the contract price to cover any increase in costs incurred as a result thereof.

When necessary, the ACO will:

- o Serve as liaison between the Contractor and Using Agencies

The COTR is authorized to be the technical point of contact under this contract; however, the Contractor shall direct all inquiries of either a technical or a non-technical nature through the TO/CO.

The types of actions within the purview of the COTR's authority include:

- o Ensuring that the Contractor performs the technical requirements of the contract;
- o Conducting or causing to be conducted inspections necessary in connection with performance of the contract;
- o Monitoring the Contractor's performance under the contract, and notifying the Contractor and TO/CO of any deficiencies observed;
- o Coordinating Government-furnished property availability (if required); and
- o Providing for site entry of Contractor personnel if required.

The COTR may provide technical direction and general performance-related guidance to the Contractor. As used herein, "technical direction" means direction to the Contractor that fills in details, suggests possible lines of inquiry, or otherwise completes the general scope of the work. "Technical direction" must be within the terms of this contract; shall not change or modify the contract/task order in any way; and shall not constitute changes, as described in contract clause 53.243-1, Changes -Fixed Price or 52.243-3 Changes - Time and Materials or Labor Hour, which may only be accomplished by the TO/CO.

The COTR will provide no supervisory or instructional assistance to Contractor personnel. The COTR's responsibility is to provide Contractor access to working data, and to clarify technical requirements as necessary to ensure useful expenditure of Contractor effort. The COTR is not empowered to make any commitments or changes which affect the contract/task order price, other terms and conditions, or delivery provisions. Any such proposed changes must be brought to the immediate attention of the TO/CO for action. The acceptance of any changes by the Contractor without the specific approval and written consent of the TO/CO shall be at the Contractor's risk.

If in the Contractor's opinion, the COTR requests or indicates an expectation of effort which would justify or require an equitable adjustment to the contract/task order, the Contractor shall promptly notify the TO/CO in writing; however the Contractor shall take no other action on that request or effort until the TO/CO has issued a change or otherwise resolved the issue.

The COTR for the base contract award is:

Mr. Henry Lai  
Program Manager  
General Services Administration  
Office of Citizen Services and Communications  
Federal Citizens Information Center  
1800 F Street, NW  
Room G142  
Washington, DC 20405

### G.2.1 Fair Consideration Process

When a requirement is identified by a Government agency, the TO/CO will issue a Request for Quotation. Requirements will be grouped together to the extent that it is practical to do so. All contract holders will be provided a fair opportunity to propose on all requirements in excess of \$2,500.

Contract holders need not be given an opportunity to be considered for a particular order in excess of \$2,500 when the TO/CO determines that:

- The need for services is of such urgency that providing a fair opportunity to all Contractors would result in unacceptable delays
- Only one such contract holder is capable of providing the services at the level of quality required because the services ordered are unique or highly specialized
- The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to a task already issued under the contract
- It is necessary to place an order to satisfy a minimum guarantee

Examples of exceptions include, but are not limited to, those described in the following table. These examples are provided only for purposes of illustration.

**Table G.1. Exceptions to Fair Opportunity**

Exception Provided for by 41 USC §253j [abbreviated description]	Examples of Task Order Types that Qualify As Exceptions
Unusual urgency that would lead to unacceptable delays	<ul style="list-style-type: none"> <li>○ Natural disaster or other emergency needs</li> <li>○ Military/mobilization needs</li> <li>○ Immediate short-term need arising on short notice</li> </ul>
Only one capable Contractor	<ul style="list-style-type: none"> <li>○ Only one Contractor offers the service</li> <li>○ Only one Contractor offers the service to the locations where the service is needed</li> <li>○ Only one Contractor can demonstrate that it is capable of providing service in the manner required by the user or to the required locations</li> </ul>
Economy, efficiency and logical follow-on to an order already issued under fair consideration	<ul style="list-style-type: none"> <li>○ Task orders associated with any moves, additions, changes, or similar needs</li> <li>○ Incremental task orders for the same or a new service to locations where service already exists or has been ordered</li> <li>○ Task orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems</li> <li>○ Task orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization</li> </ul>
Meet a minimum revenue guarantee	<ul style="list-style-type: none"> <li>○ No examples provided.</li> </ul>

The TO/CO's source selection decision on each task order is final, and is not subject to the protest or disputes provisions of the contract, except for a protest asserting that the task order increases the scope, period, or maximum value of the contract. Disputes related to other matters affecting the task order award may be directed to the Ombudsman designated for this contract. The Ombudsman will be responsible for those duties described in FAR §16.505(b)(5). The Ombudsman for GSA is:

- Identification of assumptions on the Contractor's part used in developing the technical or cost portions of the quotation.
- Definitions and schedules for milestones and deliverables products; description of acceptance criteria, including when and how the Contractor shall ensure each is met.
- A general work breakdown structure for accomplishing the task requirements and functions identified above, showing the skill level, number of people (full and part time, and indicating the number of hours for part time personnel), and the total hours that shall be applied to each period of time.
- Detailed discussion of any other overtime or other-than-normal work schedule hours that the Contractor may propose, or a Work Breakdown Structure for Fixed Price Task Orders.
- A detailed work breakdown structure for accomplishing the task requirements identified above, showing the skill level, number of people, and labor hours shall be applied to each milestone and deliverable product. The proposed staffing and work hours must be consistent with the Contractor's staffing plan, including a detailed rationale of how the skill level and number of people were determined, and how they will be utilized
- An affirmation that the fully burdened rates contained in Section B of this contract are ceiling price rates. However, the Contractor may, at its discretion, elect to propose lower rates on a task-by-task basis.

Each ODC (Other Direct Costs) entry must be accompanied by a breakdown by element of its composition, and an estimate for each element, together with a total estimated ODC cost. The Contractor will also provide an explanation of why the ODC is required. All travel requirements in the Request for Quotation's PWS must be included. Any additional travel the Contractor considers necessary for performance under the task order must be described, justified, and included in the cost estimate. If required by the task request, the Contractor will use the rates in the then-current Federal Travel Regulation for estimating the cost of travel and per diem.

Quotations shall be submitted in accordance with the instructions provided in each Request for Quotation. All staffing, staffing hours and costs, ODCs by principal category, and totals shall be shown.

The Contractor shall submit a quotation that conforms to the requirements of a Request for Quotation's PWS. In addition to that quotation, the Contractor may submit a separate alternative quotation, if the Contractor feels that another technical approach or pricing structure more economically or efficiently accommodates the Government's requirements. The alternative quotation must be identified as such and include a clear explanation of the differences in approach the perceived benefits to the Government.

Once quotations have been received, the TO/CO need not contact each of the contract holders under the contract before selecting an awardee, if the TO/CO has ensured that each contract holder was provided a fair opportunity to be considered for the order. Award will be made to the successful Contractor based on the evaluation criteria established in the task request.

### G.2.3 Discussions and Final Quotation

When required, discussions will take place at a place and time designated by the TO/CO. After each round of discussions, each offeror will be given the opportunity to revise its quotation, making whatever changes it feels necessary to enhance the possibility of an award. When the TO/CO feels there is a clear

**G.2.7.2 Time and Material or Labor Hour Task**

A task order for which the performance requirements or deliverable products cannot be quantified or well-defined in advance typically will be issued on a time and material or a labor hour basis. Work orders are issued by the Government to define individual performance requirements for specific work or milestones to be accomplished.

**G.3 CONTRACT ACCESS FEE**

GSA operating costs associated with awarding and managing this contract may be recovered through a Contract Access Fee (CAF) of the total invoice amount.

GSA will determine the amount of the CAF after contract award. GSA has the unilateral right to change the percentage at any time, but not more than once per year. As part of each invoice, the Contractor shall collect the CAF and then rebate it to GSA. The timing of the rebate, the organization to which it will be delivered, and the method of delivery will all be specified in the individual task orders.

Where multiple invoices and/or multiple orders are involved, the CAF may be consolidated into one payment. To ensure that the payment is credited properly, the Contractor shall submit a check along with a printed copy of the "Cost Recovery Report (CRR)" as required by section G.5.4. Each check shall be annotated with the corresponding contract number.

The Contractor shall pay GSA not later than 30 calendar days after the end of the reporting quarters specified in section G.5.

If the full amount of the CAF is not paid within 30 calendar days after the end of the applicable reporting period, it shall constitute a debt to the United States Government under the terms of FAR 32.6. The Government may exercise all rights under the Debt Collection Act of 1982, including withholding or setting off payments and interest on the debt (see FAR 52.232-17, Interest).

The Contractor shall submit to GSA sales reports and payment information in a timely manner.

Failure on the part of the Contractor to pay GSA all CAF which is currently due in a timely manner, or the willful submission of inaccurate information in sales reports or payment information, constitutes a material breach of the contract's terms and conditions.

**G.4 BILLING AND PAYMENT**

**G.4.1 General Billing Information**

The Contractor shall deliver invoices and billing support data to GSA, and, if so specified in task orders, to the Using Agency via paper or electronic format in a mutually agreed upon medium. Agreement will be reached at time of award. If agreement cannot be reached, the TO/CO will establish the medium to be used. Each invoice shall reflect all charges from the first day through the last day of the previous billing cycle. The Contractor shall charge for all services or equipment within three billing cycles after the services were rendered.

The Contractor shall submit a properly prepared invoice for services or supplies that have been accepted by the Government not later than five (5) work days after such acceptance has taken place. In the absence of Government acceptance within 30 days, the Contractor shall submit the invoice.

The Contractor shall not be compensated directly for payment of the salaries or wages of the Program Manager, Group Managers, or any other management or staff member not directly associated with and negotiated for task order performance as direct-charge hourly-rate contract line items.

#### **G.4.2 Billing Content**

At least fifteen (15) days prior to its initial submittal, the Contractor shall provide an example and specify the content and format of all invoice(s) to be used for the billing of services required under this contract. Each invoice shall contain all pricing components in sufficient detail necessary to reconcile charges with actual usage.

#### **G.4.3 Payment of Invoices**

Payment of invoices will be made based upon acceptance by the Government of the entire task, of the completion of payable milestones (identified as such) in the task order, of the tangible product deliverable(s) invoiced, or for services rendered during the time period invoiced and accepted on a periodic basis.

If the services provided fail to conform to the technical requirements of the task order or do not conform to the terms and conditions of the contract, the TO/CO will take action in accordance with FAR clause 52.246-04 entitled, "Inspection of Services-Fixed Price", or 52.246-06 entitled, "Inspection of Services Time and Materials and Labor Hour", whichever is applicable.

Payment to the Contractor will not be made for temporary work stoppage due to circumstances beyond the control of the Government, such as acts of God, inclement weather or power outages and the results thereof, or temporary closings of facilities at which Contractor personnel are performing. This may, however, be justification consideration under the clause entitled, "Excusable Delays".

Section B of this contract contains Contract Line Item Numbers (CLINs) for overtime. However, overtime CLINs will only be billable when approved in advance and in writing by the TO/CO to meet task order requirements on a bonafide exigency basis. The Government will not authorize overtime to compensate for shortcomings in Contractor performance.

The Contractor will be reimbursed by the Government for non-routine travel and per diem expenses incurred by Contractor personnel for travel specifically authorized in a task order and approved by the Government. The Government may require the Contractor to use Government supply sources for official travel, subject to the same conditions as those applicable to Government employees; except that the Contractor's employees are not "employees of the Government" as defined by 28 U.S.C. 2671, and thus are not covered under the tort claims provisions of 28 U.S.C. 2679(b). Note: if a time and materials task order is issued under this contract, only actual costs for material are reimbursable, per FAR 16.601.

#### **G.4.4 Billing Disputes**

The Government requires evidence that the services ordered have been provided, and that each associated charge has been priced correctly, or it may dispute the charge.

The Contractor shall attempt to resolve billing disputes to the satisfaction of the Government within sixty (60) calendar days following official notification from the TO/CO or COTR that such a dispute exists. The Contractor shall take a proactive lead in resolving disputes promptly with the initiator of the dispute by establishing and maintaining meaningful dialogue directed toward a fair and equitable resolution. In cases where a resolution is not forthcoming, the Contractor shall submit partial resolutions valued at (less than the total amount in dispute) to the Government for acceptance or denial. The TO/CO or his/her

**G.5.4 Cost Recovery Report (CRR)**

The CRR is a report of all invoices tendered under this contract, including the collection of all Contract Access Fees. The CRR shall be electronically submitted via e-mail to an e-mail address specified by the ACO, using the GSA specified format (currently Microsoft Office Excel 2003), by the tenth work day following the close of the calendar month. The CRR shall include the Contract Number, Task Order Number, Ordering Agency, Client, the Invoice Number, Date of Invoice, the Invoice Amount, and the amount of the Contract Access Fee for each invoice of the reporting period. The report shall include the total amount of the listed invoices and Contract Access Fees for both the reporting period, as well as cumulative totals for the contract to date. A CRR is required even when no invoices are submitted during the reporting period, and shall continue to be provided until all task orders are completed under the contract.

The Government reserves the right to inspect without further notice such records of the Contractor as pertain to orders under this contract. Willful failure or refusal to furnish the required reports, or falsification thereof, shall constitute sufficient cause for terminating the contract for default under FAR 52.249-8, Default (Fixed-Priced Supply and Service).

**G.5.5 Utilization of Small Business Reporting**

If required according to its business size, the Contractor shall submit the following Standard Forms (SF) and Optional Form (OP) for compliance with FAR, Part 19.7. The Contractor shall provide subcontracting information during the entire time that it is providing task order service under this contract.

The purpose of the forms is to collect subcontracting information on awards to: small business, small-disadvantaged business, women-owned small business, veteran-owned small business, veteran-owned small business, service-disabled veteran-owned small business and HUBZone small business concerns under the Contractor's subcontracting plan.

Each report shall be submitted to the GSA Contracting Officer, with a copy to the TO/CO, if reporting a task order written by an Agency contracting officer. Reports are due 30 days after the close of a reporting period.

Subcontracting Report for Individual Contracts (SF 294): This report is required on every task order and must be submitted semi-annually (for the six months ending March 31st and the twelve months ending September 30<sup>th</sup>). A separate report must be submitted for each task order.

Summary Subcontracting Report (SF 295): The report shall be submitted semi-annually (for the six months ending March 31st and the twelve months ending September 30<sup>th</sup>, if the task order is a Department of Defense requirement, and annually (for the twelve months ending September 30<sup>th</sup> for all other Agencies).

Small Disadvantaged Business Participation Report (OP 312): This report is prepared and submitted only when the Contractor is submitting a report for the last performance period of a task order on a Standard Form 294.



**SECTION H**  
**SPECIAL CONTRACT REQUIREMENTS**

**H.1 TERM OF CONTRACT**

The term of this contract shall cover a Base Period of two (2) years, followed by four (4) two-year option periods. The Government reserves the right to extend the term of this contract at the prices set forth in Section B in accordance with the terms and conditions contained in the clause in Section I, "Option to Extend the Term of the Contract".

During the contract base period and any of the option periods exercised by the ACO, the Government may issue task orders with performance periods, including options, of up to five (5) years in duration, provided that the task orders do not extend beyond year 3 of the Extended Performance Period. The term of such task orders can extend beyond the term of the contract under which it is written. If the situation arises where the task order will extend beyond the maximum term of the contract (i.e., into years eleven [11] through thirteen [13] after contract award) the prices set forth for Extended Performance Periods in Section B shall apply for the respective periods.

**H.1.1 Transition and Start-Up**

The time period required to transition new requirements will be determined on a case-by-case basis, and shall be stated in individual task orders. Transition shall begin at Notice-To-Proceed and continue for a period as specified in the task order. During the transition period, the Contractor shall work with the Government to develop a sound project implementation plan and to perform all preparatory work to establish one or more fully functional multi-channel contact centers in support of the task. The Government will transfer business and procedural data, including appropriate training material, to the Contractor, and work with the Contractor to establish appropriate system feeds. The transition period will provide the Contractor with the opportunity to prepare and staff its contact center; develop the support the knowledge base and scripts for automated response in support of the project; establish a fully functional contact center to handle the expected work volume; and complete all transition related activities to migrate the service to the new center. Government personnel will closely monitor the Contractor's effort to ensure a successful launch. Based on the Contractor's ability and expert advice on transitioning the work volume, the Government reserves the right to coordinate with the Contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.

**H.1.2 North American Industry Classifications System (NAICS) 519190**

Effective October 1, 2000, Small Business size standards for all Federal Government Programs are those that the U.S. Small Business Administration (SBA), in conjunction with the U.S. Census Bureau, has established for industries as described in the NAICS. Size standard for industries described in Standard Industrial Classification (SIC) have been replaced by the NAICS and no longer apply.

For the purpose of this contract, NAICS Code 519190, Other Information Services, applies. The size standard is \$6,500,000.

## H.7 KEY PERSONNEL

The Program Manager, Project Manager, or a designee who is capable of binding the Contractor contractually shall be considered key personnel for this contract. The Program Manager shall be the overall manager of the contract and single point-of-contact for resolution of contract-related issues.

The Contractor shall provide the following key personnel with assignment responsibilities as indicated:

**H.7.1 Program Manager** – responsible for managing and implementing the overall contract requirement and overseeing implementation of more complex tasks; organizes, directs, and coordinates planning, and implements all contract and/or task order support activities; interacts with high level program officials regarding issues and status of the contract and/or task orders; coordinates financial and staffing resources; monitors and analyzes contract and performance data, and reports results to senior Government officials; coordinates recruitment and training activities to keep staff current on agency programs and performance objectives; manages the activities of subcontractors; and reviews contract, operations and management reports. The Government reserves the right to approve the selection of the Contractor-assigned Program Manager prior to his/her placement in supporting a task order issued under this contract.

**H.7.2 Project Manager** – responsible for managing and implementing the overall Project; organizes, directs, and coordinates planning, and implements all Project support activities; interacts with Government program officials regarding issues and status of Projects; coordinates financial and staffing resources; monitors and analyzes performance data and reports results to the Government; coordinates training activities to keep staff current on Government programs and customer service objectives; and manages the activities of subcontractors. The Government reserves the right to approve the selection of the Contractor-assigned Project Manager prior to his/her placement in support of the task.

**H.7.3 Site Manager** – responsible for overall daily operations and management of the contact center, including staffing, facility, training, service delivery, problem escalation and resolution, and performance monitoring; provides technical assistance for the planning, design, installation, modification, and operation of telecommunications and information systems capabilities; ensures all functions and processes are implemented and operated properly.

**H.7.4 Information Systems Security Manager (ISSM)** – responsible for ensuring that information systems used in supporting task requirements comply with initial and ongoing information systems security requirements, in accordance with FIPS Publication 200, Minimum Security Requirements of Federal Information Systems. The ISSM shall ensure that information systems used to support a specific task meet the minimum security requirements as defined in FIPS Publication 200 through the use of security controls, in accordance with the NIST Special Publication 800 – 53, Recommended Security Controls for Federal Information Systems, As Amended. This includes preparing all required documentation for the compliance process, including a security plan, risk assessments, contingency and contingency test plans, a configuration management plan, system test and evaluation reports, security certifications, and an accreditation package.

The Contractor shall use all commercially reasonable efforts to ensure the continued availability of key personnel assigned to each task. Key personnel proposed and accepted for task orders issued under this contract are expected to be and remain dedicated to the task. Unless indicated otherwise in the Request for Quotation, key personnel will be dedicated to the task on a full-time basis. Substitutions will not be accepted unless specifically agreed upon in writing by the TO/CO. During the first one hundred eighty (180) days of the task order performance period, no key personnel substitutions will be permitted unless such substitutions are necessitated by an individual's sudden illness, death, or termination of employment,

locations designated by the Contractor. Work performed for Project Management shall take place primarily at the Contractor's premises.

#### **H.11 FEDERAL HOLIDAYS**

The following days are considered Federal holidays and will be observed by the Contractor(s) in performance of work under each task order:

- o New Year's Day (January 1)
- o Martin Luther King, Jr., Day (3<sup>rd</sup> Monday in January)
- o Washington's Birthday (3<sup>rd</sup> Monday in February)
- o Memorial Day (Last Monday in May)
- o Independence Day (July 4<sup>th</sup>)
- o Labor Day (1<sup>st</sup> Monday in September)
- o Columbus Day (2<sup>nd</sup> Monday in October)
- o Veterans Day (November 11)
- o Thanksgiving Day (4<sup>th</sup> Thursday in November)
- o Christmas Day (December 25<sup>th</sup>)

If any of the above holidays falls on a Saturday, then the preceding Friday is the holiday. If any of the above holidays falls on a Sunday, then the following Monday is the holiday.

In addition to the days designated above as holidays, the Government observes the following as non-working days:

- o Any other day designated by Federal Statute
- o Any day designated by Executive Order
- o Any other day designated by the President's Proclamation

Contractor personnel shall work in accordance with the Government's designated holiday schedule unless otherwise stated specifically in the task order.

*NOTE:* Additional non-working days are sometimes authorized, but these are regional in nature (e.g., Inauguration Day in Washington, DC) and not included as Federal holidays for the purposes of this contract.

#### **H.12 SYSTEMS REQUIREMENTS**

The Contractor shall provide and maintain robust and scalable state-of-the-art multi-channel contact center system hardware, software, and accessories to meet task order requirements. The Contractor shall provide a commercial off-the-shelf (COTS) solution that meets the Government requirements. The system shall be adequately sized and equipped to handle fluctuations in the volume of inquiries received. The system shall be configured such that it can easily be expanded to accommodate growth in call volume; electronic and written inquiries, electronic transactions, automated voice responses and FAQ services; knowledge base; inquiry tracking; data storage and retrieval; automatic fax-back; and other

If required by the task order request for proposal, Contractor shall submit a contingency plan to the TO/CO's Technical Representative (COTR) for approval by the task order start date. The plan shall outline the Contractor's response to operational problems and its anticipated response to unusual events that may occur during the life of the task order and disrupt operations (such as a structural fire, accident, terrorist attack, personnel strike, extended power failure, etc.) which may require the Contractor to proceed under altered work conditions at locations other than those originally established. The Contractor shall continue to provide the services required by the contract, as directed by the COTR, for the duration of such an emergency situation.

#### **H.17 COMPLIANCE WITH SECTION 508**

The services requested under this contract are to be accessed by callers/users employing various technologies, including, but not limited to: touch-tone and rotary/dial-pulse telephones, TDD/TTY devices, mobile and wireless telephones, wireless communications devices, facsimile equipment, portable and desktop computers, and Internet appliances. Callers/users may use these devices to access the requested services via the telephone network, mobile and wireless network, the Internet, or other communications media. The Government requires that the information and services provided by the Contractor under this contract be made available in accessible formats.

The Contractor shall ensure that the technology infrastructure and support services provided are fully accessible by individuals with disabilities as required by Section 508 of the Rehabilitation Act Amendments of 1998. All Electronic and Information Technology systems provided under this contract must meet the applicable accessibility standards established in 36 CFR 1194, unless an agency exception to this requirement exists. 36CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov> – E & IT Requirements.

#### **H.18 CONSTRUCTIVE CHANGE ORDERS**

No order, statement, or conduct of the TO/CO, authorized representative(s) of the TO/CO, or any other representative of the Government, whether or not the individual is acting within the limits of his/her authority shall constitute a change under the "Changes" clause of this contract, or entitle the Contractor to an equitable adjustment of the task order price or delivery schedule unless such change is issued in writing and signed by the TO/CO. No representative of the TO/CO shall be authorized to issue a written change order under the "Changes" clause of this contract. The Contractor shall be under no obligation to comply with any orders or directions not issued in writing and signed by the TO/CO.

#### **H.19 GOVERNMENT OBSERVATIONS**

Prior to the award of a task order, the TO/CO and the task order's COTR will develop a Quality Assurance Evaluation (QAE) plan designed to evaluate the quality of service being provided to Government. The QAE plan will be used in conjunction with the performance standards set forth in the task order's statement of objectives. The QAE process will include such things as: sampling of services; a method of inspecting the sample; the frequency of such inspections; documentation of the QAE findings; feedback from customers; the minutes of meetings with the Contractor (periodic and ad hoc); Contractor response to evaluation findings and the corrective action(s) instituted, if any. The process will form the basis for determining the acceptability of services provided under the Inspection of Services clause of the contract.

In addition, Government safety officials and other agency officials reserve the right to conduct surveys and inspections of operations and facilities. Other Government personnel, such as Inspector General's staff, are authorized to observe Contractor performance and records. In addition, the Government may use third-party Contractor personnel to provide various forms of service, such as audits or customer

Each employee of the Contractor to whom information may be made available or disclosed shall be notified in writing by the Contractor that information disclosed to such employee can be used only for the purpose and to the extent authorized herein. Use of such information for a purpose or to an extent not authorized herein may subject the offender to criminal sanctions imposed by 18 United States Code (U.S.C.) 641. The law provides, in pertinent part, that whoever knowingly converts to their use or to the use of another, or without authority sells, conveys, or disposes of any record of the United States, or whoever receives the same with intent to convert it to his/her use or gain, knowing it to have been converted, shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisonment up to 10 years, or both.

The limitations noted in the preceding paragraphs do not apply to information which has been made public by the Government. Further, this provision does not preclude the use of any information independently acquired by the Contractor without such limitations, or prohibit an agreement, at no cost to the Government, between the Contractor and the information owner, which provides for greater rights to the Contractor.

## **H.23 LIABILITY**

### **H.23.1 Performance Liability**

The Contractor will not be liable for any form of consideration when the failure to provide service or meet contract requirements arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include:

- Acts of God or of the public enemy
- Fires
- Floods
- Epidemics
- Quarantine restrictions
- Freight embargoes
- Unusually severe weather
- Denial of access by a third party

### **H.23.2 Information Liability**

The Contractor shall be solely responsible for damages suffered by the public that result from the use and/or dissemination of information not previously approved by the Government during the performance of this contract. Information to be supplied by the Government, along with the approval process required for adding new and/or updating existing information, will be specified in individual task orders.

## **H.24 HOLD HARMLESS AND INDENNIFICATION**

The Contractor shall save, hold harmless, and indemnify the Government against any and all liability, claims, and costs of whatever kind or nature for injury to or death of any person or persons, and for loss, destruction, or damage to any property (including electronic storage areas), occurring in connection with or in any way incident to or arising out of the occupancy, use, service, operations, or performance of work under the terms of this contract, resulting in whole or in part from the willful, negligent, or careless acts or

- 4332
- 4333 o Contractors shall not include marketing expenses as a direct cost item
- 4334
- 4335 o Approval for marketing by the Contractor does not obligate GSA to undertake, under this
- 4336 contract, any potential work identified
- 4337

4338 **H.28.1 Marketing Calls**

4339 The Contractor shall prepare and give formal or informal presentations to prospective GSA clients on the  
4340 contract when requested by the Government. These presentations will be consistent with materials  
4341 previously reviewed and approved for use by GSA.  
4342

4343 **H.28.2 Marketing Materials**

4344 The Contractor shall provide marketing materials which will enhance program and service visibility. The  
4345 types of marketing materials provided shall be at the discretion of the Contractor, and may include the  
4346 following: brochures, pamphlets, visual aids, newsletters, technology updates, white papers, news  
4347 releases, training tools and seminars, work tools and materials such as quick reference  
4348 estimating/measuring tools, folders, pens, mouse pads, rolodex cards, and literature. The Contractor shall  
4349 provide sample marketing materials prior to distribution. GSA will have ten (10) working days to review  
4350 and approve materials.

**PART II****SECTION I - CONTRACT CLAUSES****I.1 52.252-2 Clauses Incorporated by Reference (FEB 1998)**

This contract incorporates the following clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make a copy of the full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): <http://www.arnet.gov/far>. \* indicates a clauses added to the contract after the release of the solicitation.

**I.1.1 FEDERAL ACQUISITION REGULATION (48 CFR, APR 1984) CLAUSES**

<u>Clause No.</u>	<u>Clause Title</u>	<u>Date</u>
52.202-01	Definitions	DEC 2001
52.203-03	Gratuities	APR 1984
52.203-05	Covenant Against Contingent Fees	APR 1984
52.203-06	Restrictions on Subcontractor Sales to the Government	SEP 2006
52.203-07	Anti-Kickback Procedures	JUL 1995
52.203-08	Cancellations, Restrictions and Recovery of Funds for Illegal or Improper Activity	JAN 1997
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity	JAN 1997
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	SEP 2005
52.203-13	Contractor Code of Business Ethics and Conduct	DEC 2007
52.203-14	Display of Hotline Poster(s)	DEC 2007
52.204-04	Printed or Copied Double-Sided on Recycled Paper	AUG 2000
52.204-07*	Central Contractor Registration	JUL 2006
52.204-09*	Personal Identity Verification of Contractor Personnel	SEP 2007
52.209-06	Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended or Proposed for Debarment	SEP 2006
52.215-02	Audit and Records—Negotiation	JUN 1999
52.215-08	Order of Precedence—Uniform Contract Format	OCT 1997
52.215-11*	Price Reduction for Defective Cost or Pricing Data—Modifications	OCT 1997

52.223-06	Drug-Free Workplace	MAY 2001
52.223-13	Certification of Toxic Chemical Release Reporting	AUG 2003
52.223-14	Toxic Chemical Release Reporting	AUG 2003
52.224-01	Privacy Act Notification	APR 1984
52.224-02	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	FEB 2006
52.227-01	Authorization and Consent	JUL 1995
52.227-14	Rights in Data—General (Alternate II (JUN 1987))	JUN 1987
52.227-17	Rights in Data—Special Works	DEC 2007
52.227-23	Rights to Proposal Data (Technical)	JUN 1987
52.232-01	Payments	APR 1984
52.232-07	Payments – Time-And-Materials and Labor-Hours Contracts	FEB 2007
52.232-08	Discounts for Prompt Payments	FEB 2002
52.232-09	Limitation on Withholding of Payments	APR 1984
52.232-11	Extras	APR 1984
52.232-17	Interest	JUN 1996
52.232-18	Availability of Funds	APR 1984
52.232-23	Assignment of Claims	JAN 1986
52.232-33	Payment by Electric Funds Transfer—Central Contractor Registration	OCT 2003
52.232-37	Multiple Payment Arrangements	MAY 1999
52.233-01	Disputes (Alternate I (DEC 1991))	JUL 2002
52.233-03	Protest after Award	AUG 1996
52.233-04	Applicable Law for Breach of Contract Claim	OCT 2004
52.237-03	Continuity of Services	JAN 1991
52.239-01	Privacy or Security Safeguards	AUG 1996
52.242-01	Notice of Intent to Disallow Costs	APR 1984



4381

*This Statement is for Information Only: It is not a Wage Determination*

Employee Class	Monetary Wage-Fringe Benefits	
Library Technician	Wage Rate: \$13.72 / hr.	Health and Welfare: \$3.16 / hr.
Order Clerk I	Wage Rate: \$9.71 / hr.	Health and Welfare: \$3.16 / hr.
Computer Operator III	Wage Rate: \$20.69 / hr.	Health and Welfare: \$3.16 / hr.
Computer Programmer II	Wage Rate: \$26.11 / hr.	Health and Welfare: \$3.16 / hr.
Computer Systems Analyst I	Wage Rate: \$27.62 / hr.	Health and Welfare: \$3.16 / hr.
Technical Writer II	Wage Rate: \$15.23 / hr.	Health and Welfare: \$3.16 / hr.

4382

4383

4384 **552.203-71 RESTRICTION ON ADVERTISING (SEP 1999)**

4385 The Contractor shall not refer to this contract in commercial advertising or similar promotions in such a  
 4386 manner as to state or imply that the product or service provided is endorsed or preferred by the White  
 4387 House, the Executive Office of the President, or any other element of the Federal Government, or is  
 4388 considered by these entities to be superior to other products or services. Any advertisement by the  
 4389 Contractor, including price-off coupons, that refers to a military resale activity shall contain the following  
 4390 statement:

4391 "This advertisement is neither paid for nor sponsored, in whole or in part, by any element  
 4392 of the United States Government."  
 4393

4394 **552.215-70 EXAMINATION OF RECORDS BY GSA (FEB 1996)**

4395 The Contractor agrees that the Administrator of General Services or any duly authorized representatives  
 4396 shall, until the expiration of 3 years after final payment under this contract, or of the time periods for the  
 4397 particular records specified in Subpart 4.7 of the Federal Acquisition Regulation (48 CFR 4.7), whichever  
 4398 expires earlier, have access to and the right to examine any books, documents, papers, and records of the  
 4399 Contractor involving transactions related to this contract or compliance with any clauses thereunder. The  
 4400 Contractor further agrees to include in all its subcontracts hereunder a provision to the effect that the  
 4401 subcontractor agrees that the Administrator of General Services or any authorized representatives shall,  
 4402 until the expiration of 3 years after final payment under the subcontract, or of the time periods for the  
 4403 particular records specified in Subpart 4.7 of the Federal Acquisition Regulation (48 CFR 4.7), whichever  
 4404 expires earlier, have access to and the right to examine any books, documents, papers, and records of such  
 4405 subcontractor involving transactions related to the subcontract or compliance with any clauses there  
 4406 under. The term "subcontract" as used in this clause excludes (a) purchase orders not exceeding \$100,000  
 4407 and (b) subcontracts or purchase orders for public utility services at rates established for uniform  
 4408 applicability to the general public.

4449 invoice and no disagreement exists over quantity, quality, or Contractor compliance  
4450 with contract requirements.

4451 (B) The 30th day after Government acceptance of supplies delivered or services  
4452 performed by the Contractor.

4453 (iii) On a final invoice, if the payment amount is subject to contract settlement actions, acceptance  
4454 occurs on the effective date of the contract settlement.

4455 (2) The General Services Administration will issue payment on the due date in (a)(1)(i) above if the  
4456 Contractor complies with full cycle electronic commerce. Full cycle electronic commerce  
4457 includes all the following elements:

4458 (i) The Contractor must receive and fulfill electronic data interchange (EDI) purchase orders  
4459 (transaction set 850).

4460 (ii) The Contractor must generate and submit to the Government valid EDI invoices (transaction  
4461 set 810) or submit invoices through the GSA Finance Center Internet-based invoice process.  
4462 Internet-based invoices must be submitted using procedures provided by GSA.

4463 (iii) The Contractor's financial institution must receive and process, on behalf of the Contractor,  
4464 EFT payments through the Automated Clearing House (ACH) system.

4465 (iv) The EDI transaction sets in (i) through (iii) above must adhere to implementation conventions  
4466 provided by GSA.

4467 (3) If any of the conditions in (a)(2) above do not occur, the 10 day payment due dates in (a)(1)  
4468 become 30 day payment due dates.

4469 (4) Certain food products and other payments.

4470 (i) Due dates on Contractor invoices for meat, meat food products, or fish; perishable  
4471 agricultural commodities; and dairy products, edible fats or oils, and food products prepared  
4472 from edible fats or oils are—

4473 (A) For meat or meat food products, as defined in section 2(a)(3) of the Packers and  
4474 Stockyard Act of 1921 (7 U.S.C. 182(3)), and as further defined in Pub. L. 98-181,  
4475 including any edible fresh or frozen poultry meat, any perishable poultry meat food  
4476 product, fresh eggs, and any perishable egg product, as close as possible to, but not  
4477 later than, the 7th day after product delivery.

4478 (B) For fresh or frozen fish, as defined in section 204(3) of the Fish and Seafood  
4479 Promotion Act of 1986 (16 U.S.C. 4003(3)), as close as possible to, but not later than,  
4480 the 7th day after product delivery.

4481 (C) For perishable agricultural commodities, as defined in section 1(4) of the Perishable  
4482 Agricultural Commodities Act of 1930 (7 U.S.C. 499a(4)), as close as possible to, but  
4483 not later than, the 10th day after product delivery, unless another date is specified in  
4484 the contract.

- 4525 (ix) While not required, the Contractor is strongly encouraged to assign an identification  
4526 number to each invoice.
- 4527 (6) Interest penalty. An interest penalty shall be paid automatically by the designated payment office,  
4528 without request from the Contractor, if payment is not made by the due date and the conditions  
4529 listed in subdivisions (a)(6)(i) through (a)(6)(iii) of this clause are met, if applicable. However,  
4530 when the due date falls on a Saturday, Sunday, or legal holiday when Federal Government offices  
4531 are closed and Government business is not expected to be conducted, payment may be made on  
4532 the following business day without incurring a late payment interest penalty.
- 4533 (i) A proper invoice was received by the designated billing office.
- 4534 (ii) A receiving report or other Government documentation authorizing payment was processed,  
4535 and there was no disagreement over quantity, quality, or Contractor compliance with any  
4536 contract term or condition.
- 4537 (iii) In the case of a final invoice for any balance of funds due the Contractor for supplies  
4538 delivered or services performed, the amount was not subject to further contract settlement  
4539 actions between the Government and the Contractor.
- 4540 (7) Computing penalty amount. The interest penalty shall be at the rate established by the Secretary  
4541 of the Treasury under section 12 of the Contract Disputes Act of 1978 (41 U.S.C. 611) that is in  
4542 effect on the day after the due date, except where the interest penalty is prescribed by other  
4543 Governmental authority (e.g., tariffs). This rate is referred to as the "Renegotiation Board Interest  
4544 Rate," and it is published in the Federal Register semiannually on or about January 1 and July 1.  
4545 The interest penalty shall accrue daily on the invoice principal payment amount approved by the  
4546 Government until the payment date of such approved principal amount; and will be compounded  
4547 in 30-day increments inclusive from the first day after the due date through the payment date.  
4548 That is, interest accrued at the end of any 30-day period will be added to the approved invoice  
4549 principal payment amount and will be subject to interest penalties if not paid in the succeeding  
4550 30-day period. If the designated billing office failed to notify the Contractor of a defective invoice  
4551 within the periods prescribed in subparagraph (a)(5) of this clause, the due date on the corrected  
4552 invoice will be adjusted by subtracting from such date the number of days taken beyond the  
4553 prescribed notification of defects period. Any interest penalty owed the Contractor will be based  
4554 on this adjusted due date. Adjustments will be made by the designated payment office for errors  
4555 in calculating interest penalties.
- 4556 (i) For the sole purpose of computing an interest penalty that might be due the Contractor,  
4557 Government acceptance shall be deemed to have occurred constructively on the 7th day  
4558 (unless otherwise specified in this contract) after the Contractor delivered the supplies or  
4559 performed the services in accordance with the terms and conditions of the contract, unless  
4560 there is a disagreement over quantity, quality, or Contractor compliance with a contract  
4561 provision. In the event that actual acceptance occurs within the constructive acceptance  
4562 period, the determination of an interest penalty shall be based on the actual date of  
4563 acceptance. The constructive acceptance requirement does not, however, compel Government  
4564 officials to accept supplies or services, perform contract administration functions, or make  
4565 payment prior to fulfilling their responsibilities.
- 4566 (ii) The following periods of time will not be included in the determination of an interest penalty:  
4567 (A) The period taken to notify the Contractor of defects in invoices submitted to the  
4568 Government, but this may not exceed 7 days (3 days for meat, meat food products,

- 4609 (1) If the postmark is illegible or nonexistent, the demand must have been received  
 4610 and annotated with the date of receipt by the designated payment office on or  
 4611 before the 40th day after payment was made; or
- 4612 (2) If the postmark is illegible or nonexistent and the designated payment office fails  
 4613 to make the required annotation, the demand's validity will be determined by the  
 4614 date the Contractor has placed on the demand; provided such date is no later than  
 4615 the 40th day after payment was made.
- 4616 (iii) (A) The additional penalty shall be equal to 100 percent of any original late payment  
 4617 interest penalty, except--
- 4618 (1) The additional penalty shall not exceed \$5,000;
- 4619 (2) The additional penalty shall never be less than \$25; and
- 4620 (3) No additional penalty is owed if the amount of the underlying interest penalty is  
 4621 less than \$1.
- 4622 (B) If the interest penalty ceases to accrue in accordance with the limits stated in  
 4623 subdivision (a)(5)(iii) of this clause, the amount of the additional penalty shall be  
 4624 calculated on the amount of interest penalty that would have accrued in the absence  
 4625 of these limits, subject to the overall limits on the additional penalty specified in  
 4626 subdivision (a)(7)(iii)(A) of this clause.
- 4627 (C) For determining the maximum and minimum additional penalties, the test shall be the  
 4628 interest penalty due on each separate payment made for each separate contract. The  
 4629 maximum and minimum additional penalty shall not be based upon individual  
 4630 invoices unless the invoices are paid separately. Where payments are consolidated for  
 4631 disbursing purposes, the maximum and minimum additional penalty determination  
 4632 shall be made separately for each contract therein.
- 4633 (D) The additional penalty does not apply to payments regulated by other Government  
 4634 regulations (e.g., payments under utility contracts subject to tariffs and regulation).
- 4635 (b) Contract financing payments.
- 4636 (1) Due dates for recurring financing payments. If this contract provides for contract financing,  
 4637 requests for payment shall be submitted to the designated billing office as specified in this  
 4638 contract or as directed by the Contracting Officer. Contract financing payments shall be made  
 4639 on the *[insert day as prescribed by Agency head; if not prescribed, insert 30th day]* day after  
 4640 receipt of a proper contract financing request by the designated billing office. In the event that  
 4641 an audit or other review of a specific financing request is required to ensure compliance with the  
 4642 terms and conditions of the contract, the designated payment office is not compelled to make  
 4643 payment by the due date specified.
- 4644 (2) Due dates for other contract financing. For advance payments, loans, or other arrangements  
 4645 that do not involve recurring submissions of contract financing requests, payment shall be made  
 4646 in accordance with the corresponding contract terms or as directed by the Contracting Officer.
- 4647 (3) Interest penalty not applicable. Contract financing payments shall not be assessed an interest  
 4648 penalty for payment delays.
- 4649 (c) Fast payment procedure due dates. If this contract contains the clause at 52.213-1, Fast Payment  
 4650 Procedure, payments will be made within 15 days after the date of receipt of the invoice.
- 4651
- 4652

**PART III – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS**

**SECTION J –LIST OF ATTACHMENTS**

- 4683  
84  
35  
4686  
4687 **Attachment 1:** The contractor's technical proposal dated 06 August 2007, revisions dated 13  
4688 December 2007 and 04 January 2008 and responses to technical questions dated 11  
4689 December 2007 are incorporated by reference into the contract.  
4690  
4691 **Attachment 2:** The contractor's subcontracting plan dated 04 January 2008, is incorporated by  
4692 reference into the contract.  
4693  
4694 **Attachment 3:** Amendments A001, dated 24 July 2007, and A002, dated 16 November 2007, to  
4695 solicitation GSV07PD0007 are incorporated by reference into the contract.  
4696

## AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT ID CODE  
D0-C9(U)PAGE OF PAGES  
1 1

2. AMENDMENT/MODIFICATION NO. PA01	3. EFFECTIVE DATE SEE BLOCK 16C	4. REQUISITION/PURCHASE REG. NO.	5. PROJECT NO. (if applicable) N.A.
6. ISSUED BY CODE		7. ADMINISTERED BY (if other than item 6) SCD-C	CODE

General Services Administration  
Central Office Contracting Division (ACM-D)  
1800 F Street, NW (Room G-127)  
Washington, DC 20405

Same as Block 6

## 8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

Electronic Data Systems LLC  
13800 EDS Drive  
Herndon, VA 20107

(3)

9.A. AMENDMENT OF SOLICITATION NO.  
N.A.☐

9B. DATED (SEE ITEM 11)

☒10A. MODIFICATION OF CONTRACT/ORDER  
NO.

GSV0008PDD0072

10B. DATED (SEE ITEM 13)

11 March 2008

CODE

FACILITY CODE

## 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and data specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning copies of the amendment; (b) By acknowledging receipt of the amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

## 12. ACCOUNTING AND APPROPRIATION DATA (if required)

Accounting String 101-08-2-1382-0007

## 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS

IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED ITEM 14.

☐ THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

☐

☐ B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

☐

☐ C. SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the Parties  
AUTHORITY FOR OTHER THAN FULL AND OPEN COMPETITION:

☒

☒ D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return copies to the issuing office.

## 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to:

1). Incorporate into the contract, by reference, the Contractor's novation agreement with the Defense Contract Management Agency, dated 3 December 2008. Accordingly, the Contractor is changed from "Electronic Data Systems Incorporated" to "Electronic Data Systems LLC."

No other changes are made by this modification.

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

## 15A. NAME AND TITLE OF SIGNER (Type or print)

## 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Robert H. Corey  
Sr. Contracting Officer

## 15B. CONTRACTOR/OFFEROR

## 15C. DATE SIGNED

16B. UNITED STATES OF AMERICA  
BY

## 16C. DATE SIGNED

(Signature of person authorized to sign)

(Signature of Contracting Officer)

12/22/08

SN 7540-01-152-8070

30-105

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

PREVIOUS EDITION UNUSABLE  
NAVOCNR OVERPRINT (3-88)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				CONTRACT ID CODE	PAGE 1 OF 1 PAGES
2. AMENDMENT/MODIFICATION NO. <b>PA01</b>		3. EFFECTIVE DATE <b>March 12, 2010</b>		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY General Services Administration Central Office Contracting Division (ACM-D) 1800 F Street, N.W. Room G-3131 Washington, DC 20405		7. ADMINISTERED BY (If other than Item 6) Same as Block 6	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
Electronic Data Systems, LLC 13600 EDS Drive Herndon, VA 20171		(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>		10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF					
D. OTHER Specify type of modification and authority					
(X) Mutual Agreement and FAR Clause 52.217-9 Option to Extend the Term of the Contract					
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
1. The purpose of this Modification No. PA01 is to exercise the 1st Option Period of Contract No. GS00V08PDD0072 as follows:					
a. Option Period One and the terms/conditions of Contract GS00V08PDD0072 is hereby exercised; thereby, extending the period of performance from 12 March 2010 through 11 March 2012.					
b. Except as provided herein, all terms and conditions of the Contract, remains unchanged and in full force and effect.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Brenda M. Walker</b>			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA (b) (6)	
(Signature of person authorized to sign)				BY (Signature of Contracting Officer)	
				3/9/2010	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES
2. AMENDMENT/MODIFICATION NO. <b>PS002</b>	3. EFFECTIVE DATE <b>04/30/2010</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)	
6. ISSUED BY General Services Administration Central Office Contracting Division (ACM-D) 1800 F Street, N.W. Room 3131 Washington, DC 20405	CODE <b>ACM-D</b>	7. ADMINISTERED BY (if other than Item 6) Same as Block 6		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)			9A. AMENDMENT OF SOLICITATION NO.	
Electronic Data Systems, LLC (HP Enterprises Services, LLC) 13600 EDS Drive Herndon, VA 20171			9B. DATED (SEE ITEM 11)	
CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
FACILITY CODE			10B. DATED (SEE ITEM 13)	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.				
12. ACCOUNTING AND APPROPRIATION DATA (if required) See Block 14				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-1, Changes-Fixed Price (AUG 1987)				
D. OTHER Specify type of modification and authority				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return 1 copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this modification PS002 is to add SMS Message Delivery Service to the USA Contact base contract #GS00V08PDD0072 to enable Federal agencies to include text messaging service in future task orders as outlined in Attachment 1 - Statement of Work Rev. 1. a). EDS' Modification to USA Contact IDIQ Contract SMS Messaging Services quotation dated 04/21/2010 is hereby incorporated by reference in this modification PS002 to GSA Contract #GS00V08PDD0072 Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print) Tabitha Mendoza, Administrator		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Brenda M. Walker		
15B. CONTRACTOR/OFFEROR (b) (6)	15C. DATE SIGNED 5/4/2010	16B. UNITED STATES OF AMERICA (b) (6)	16C. DATE SIGNED 5/4/2010	



The following Section B price tables of the USA Contact base contract are amended to include the CLINs identified below. When necessary, other CLINs within the existing USA Contact base contract may also be used to support other functions required for SMS Message Service:

**Table B.2.1.1-1 Base Facility & Equipment - Fewer than 25 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
10004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each	0	(b) (4)						

**Table B.2.1.1-2 Base Facility & Equipment - Between 25 – 50 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
11004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each	0	(b) (4)						

**Table B.2.1.1-3 Base Facility & Equipment - Between 51 – 100 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
12004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each	0	(b) (4)						

**Table B.2.1.1-4 Base Facility & Equipment - Between 101 – 250 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
13004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each	0	(b) (4)						

**Table B.2.1.1-5 Base Facility & Equipment - Over 250 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3

14004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each	0	(b) (4)
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**Table B.2.1.2-1 Incremental Facility & Equipment - Fewer than 25 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
20004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each Equivalent Workstation	0	(b) (4)						

**Table B.2.1.2-2 Incremental Facility & Equipment – Between 25 – 50 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
21004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each Equivalent Workstation	0	(b) (4)						

**Table B.2.1.2-3 Incremental Facility & Equipment –Between 51 -100 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
22004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each Equivalent Workstation	0	(b) (4)						

**Table B.2.1.2-4 Incremental Facility & Equipment – Between 101 – 250 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
23004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each Equivalent Workstation	0	(b) (4)						

**Table B.2.1.2-5 Incremental Facility & Equipment – Over 250 Equivalent Workstations**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
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24004	Phone, TTY, Fax, E-Mail, Web Chat, SMS Services	Each Equivalent Workstation	0	(b) (4)						

**Table B.2.3-2 Service Initiation/Change Order Charges for Automated Services**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
71014	SMS Message Service – Account Setup (U.S. Only)	Each	0	(b) (4)						
71014a	SMS Message Service – Account Setup (U.S. & International)	Each	0	(b) (4)						
71014b	SMS Message Service Campaign (U.S. Only)	Each Campaign	0							
71014c	SMS Message Service Campaign (U.S. & International)	Each Campaign	0							
71014d	SMS Message Service – Add Text to Voice (Synthesized Speech)	Each Campaign	0							
71014e	SMS Message Service – Add Text to Voice (Professional Recording)	Each Campaign	0	(b) (4)						
71014f	SMS Message Service – Add Dedicated Short Code (Random)	Each	0	(b) (4)						

71014g	SMS Message Service – Add Dedicated Short Code (Select)	Each	0	(b) (4)							
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**Table B.2.4-2 Recurring Charges for Automated Services**

CLIN	Service Description	Unit of Issue	Base Period Yr 1 / 2	Option Period 1 Yr 3 / 4	Option Period 2 Yr 5 / 6	Option Period 3 Yr 7 / 8	Option Period 4 Yr 9 / 10	Extended Period 1	Extended Period 2	Extended Period 3
81014	SMS Message Service Account (U.S. Only)	Each Month	0	(b) (4)						
81014a	SMS Message Service Account (U.S. & International)	Each Month	0							
81015	SMS Message Service – Add Dedicated Short Code (Random)	Each Month	0							
81015a	SMS Message Service – Add Dedicated Short Code (Select)	Each Month	0							
81016	Monthly SMS Message Units (Originating – U.S. Only)– Under 25,000/Mo.	Each Message Unit	0							
81016a	Monthly SMS Message Units (Originating – U.S. Only)– 25,001 - 50,000/Mo.	Each Message Unit	0							
81016b	Monthly SMS Message Units (Originating – U.S. Only)– 50,001 - 100,000/Mo.	Each Message Unit	0	(b) (4)						
81016c	Monthly SMS Message Units (Originating – U.S. Only)– 100,001 - 500,000/Mo.	Each Message Unit	0							
81016d	Monthly SMS Message Units (Originating – U.S. Only)– 500,001 - 1,000,000/Mo.	Each Message Unit	0							

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**Contract Modification PS002**

81016e	Monthly SMS Message Units (Originating – U.S. Only)– Over 1,000,000/Mo.	Each Message Unit	0	0.0513	0.0614	0.0736	0.0884	0.0972	0.1069	0.1176
81017	Monthly SMS Message Units (Originating – International)– Under 25,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81017a	Monthly SMS Message Units (Originating – U.S. Only)– 25,001 - 50,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81017b	Monthly SMS Message Units (Originating – International ) 50,001 - 100,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81017c	Monthly SMS Message Units (Originating – International) 100,001 - 500,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81017d	Monthly SMS Message Units (Originating – International) 500,001 - 1,000,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81017e	Monthly SMS Message Units (Originating – International) Over 1,000,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81018	Monthly SMS Message Units (Terminating – U.S. Only)– Under 25,000/Mo.	Each Message Unit	0	0.0998	0.1193	0.1432	0.1718	0.1890	0.2079	0.2287
81018a	Monthly SMS Message Units (Terminating – U.S. Only)– 25,001 - 50,000/Mo.	Each Message Unit	0	0.0855	0.1023	0.1227	0.1473	0.1620	0.1782	0.1960
81018b	Monthly SMS Message Units (Terminating – U.S. Only)– 50,001 - 100,000/Mo.	Each Message Unit	0	0.0855	0.1023	0.1227	0.1473	0.1620	0.1782	0.1960
81018c	Monthly SMS Message Units (Terminating – U.S. Only)– 100,001 - 500,000/Mo.	Each Message Unit	0	0.0713	0.0852	0.1023	0.1227	0.1350	0.1485	0.1633

**ATTACHMENT (1)**  
**GSA Contract #GS00V08PDD0072, Rev. 1**  
**Contract Modification PS002**

81018d	Monthly SMS Message Units (Terminating – U.S. Only)– 500,001 - 1,000,000/Mo.	Each Message Unit	0	0.0713	0.0852	0.1023	0.1227	0.1350	0.1485	0.1633
81018e	Monthly SMS Message Units (Terminating – U.S. Only)– Over 1,000,000/Mo.	Each Message Unit	0	0.0570	0.0682	0.0818	0.0982	0.1080	0.1188	0.1307
81019	Monthly SMS Message Units (Terminating – International) Under 25,000/Mo.	Each Message Unit	0	0.2281	0.2727	0.3272	0.3927	0.4320	0.4752	0.5227
81019a	Monthly SMS Message Units (Terminating – International) 25,001 - 50,000/Mo.	Each Message Unit	0	0.2281	0.2727	0.3272	0.3927	0.4320	0.4752	0.5227
81019b	Monthly SMS Message Units (Terminating – U.S. Only)– 50,001 - 100,000/Mo.	Each Message Unit	0	0.2281	0.2727	0.3272	0.3927	0.4320	0.4752	0.5227
81019c	Monthly SMS Message Units (Terminating – International ) 100,001 - 500,000/Mo.	Each Message Unit	0	0.2281	0.2727	0.3272	0.3927	0.4320	0.4752	0.5227
81019d	Monthly SMS Message Units (Terminating – International ) 500,001 - 1,000,000/Mo.	Each Message Unit	0	0.2281	0.2727	0.3272	0.3927	0.4320	0.4752	0.5227
81019e	Monthly SMS Message Units (Terminating – International ) Over 1,000,000/Mo.	Each Message Unit	0	0.2281	0.2727	0.3272	0.3927	0.4320	0.4752	0.5227
81020	Monthly SMS Message Units (FTEU – U.S. Only) Under 25,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81020a	Monthly SMS Message Units (FTEU – U.S. Only) 25,001 - 50,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613

**ATTACHMENT (1)**  
**GSA Contract #GS00V08PDD0072, Rev. 1**  
**Contract Modification PS002**

81020b	Monthly SMS Message Units (FTEU – U.S. Only) 50,001 - 100,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81020c	Monthly SMS Message Units (FTEU – U.S. Only) 100,001 - 500,000/Mo.	Each Message Unit	0	0.1140	0.1364	0.1636	0.1963	0.2160	0.2376	0.2613
81020d	Monthly SMS Message Units (FTEU – U.S. Only) 500,001 - 1,000,000/Mo.	Each Message Unit	0	0.0998	0.1193	0.1432	0.1718	0.1890	0.2079	0.2287
81020e	Monthly SMS Message Units (FTEU – U.S. Only) Over 1,000,000/Mo.	Each Message Unit	0	0.0998	0.1193	0.1432	0.1718	0.1890	0.2079	0.2287
81021	Monthly Text-to-Voice Message Units (U.S. & Canada Only)– Under 25,000/Mo.	Each Message Unit	0	0.1426	0.1704	0.2045	0.2454	0.2700	0.2970	0.3267
81021a	Monthly Text-to-Voice Message Units (U.S. & Canada Only)– 25,001 - 50,000/Mo.	Each Message Unit	0	0.1426	0.1704	0.2045	0.2454	0.2700	0.2970	0.3267
81021b	Monthly Text-to-Voice Message Units (U.S. & Canada Only)– 50,001 - 100,000/Mo.	Each Message Unit	0	0.1426	0.1704	0.2045	0.2454	0.2700	0.2970	0.3267
81021c	Monthly Text-to-Voice Message Units (U.S. & Canada Only)– 100,001 - 500,000/Mo.	Each Message Unit	0	0.1426	0.1704	0.2045	0.2454	0.2700	0.2970	0.3267
81021d	Monthly Text-to-Voice Message Units (U.S. & Canada Only)– 500,001 - 500,000/Mo.	Each Message Unit	0	0.1426	0.1704	0.2045	0.2454	0.2700	0.2970	0.3267

**ATTACHMENT (1)**  
**GSA Contract #GS00V08PDD0072, Rev. 1**  
**Contract Modification PS002**

81021e	Monthly Text-to-Voice Message Units (U.S. & Canada Only)- Over 1,000,000/Mo.	Each Message Unit	0	0.1283	0.1534	0.1841	0.2209	0.2430	0.2673	0.2940
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AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				CONTRACT ID CODE	PAGE 1 OF 1 PAGES
2. AMENDMENT/MODIFICATION NO. <b>PA04</b>		3. EFFECTIVE DATE <b>May 17, 2010</b>		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY General Services Administration Central Office Contracting Division (MCD) 1800 F Street, N.W. Room G-3131 Washington, DC 20405		7. ADMINISTERED BY (If other than Item 6) Same as Block 6	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
Electronic Data Systems, LLC (HP Enterprises Services, LLC) 13600 EDS Drive Herndon, Virginia 20171		(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>		10B. DATED (SEE ITEM 13)	
		CODE		FACILITY CODE	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER Specify type of modification and authority)					
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)					
The purpose of this modification PA04 is to correct the sequence of modification numbers. a. Modification number PA01 changed to PA02. PA02 dated 3/12/2010 exercised Option period 1, extending the period of performance to 3/11/2012. b. Modification number PS002 changed to PS03. PS03 dated 4/30/2010 added SMS Message Delivery Services to the base contract #GS00V08PDD0072.					
Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Brenda M. Walker</b>			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA BY (b) (6) (Signature of Contracting Officer)	
(Signature of person authorized to sign)				16C. DATE SIGNED <b>5/17/2010</b>	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				CONTRACT ID CODE	PAGE 1 OF 1
2. AMENDMENT/MODIFICATION NO. <b>PA05</b>		3. EFFECTIVE DATE <b>05/17/2010</b>		4. REQUISITION/PURCHASE REQ. NO.	
6. ISSUED BY General Services Administration Central Office Contracting Division (MCD) 1800 F Street, N.W. Room 3131 Washington, DC 20405		7. ADMINISTERED BY (If other than Item 6) <b>Same as Block 6</b>		5. PROJECT NO. (If applicable)	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)				9A. AMENDMENT OF SOLICITATION NO.	
<b>HP Enterprise Services, LLC</b> <b>13600 EDS Drive</b> <b>Herndon, VA 20171-3225</b>				9B. DATED (SEE ITEM 11)	
				(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
				10B. DATED (SEE ITEM 13) <b>03/11/2008</b>	
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required) <b>See Block 14</b>					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER Specify type of modification and authority <b>X FAR Part 42.12, Novation and Change-of-Name Agreements</b>					
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
1. The purpose of this modification PA05 is to incorporate into the contract by reference, the contractor's Change of Name Agreement with the Defense Contract Management Agency (DCMA) dated March 12, 2010. a) By this modification vendor name is changed from Electronic Data Systems Corporation (EDS Corp) to HP Enterprises Services, LLC, reflecting modification of GSA Contract GS00V08PDD0072. • DUNS Number: 077817617 • Tax ID Number: (b) (4) b) Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			<b>Brenda M. Walker</b>		
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA	
(Signature of person authorized to sign)				BY (b) (6)	
				(Signature of Contracting Officer)	
				<b>5/17/2010</b>	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE OF PAGES 1 1	
2. AMENDMENT/MODIFICATION NO. <b>PA06</b>		3. EFFECTIVE DATE <b>02/24/2011</b>		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY General Services Administration Central Office Contracting Division (MVS) 1275 First Street, N.E., Room 791 E Washington, DC 20417		CODE <b>MVS</b>		7. ADMINISTERED BY (If other than Item 6)		CODE	
				Same as Block 6			
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)						9A. AMENDMENT OF SOLICITATION NO.	
<b>HP Enterprise Services, LLC</b> <b>13600 EDS Drive</b> <b>Herndon, VA 20171</b>						9B. DATED (SEE ITEM 11)	
						(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
						10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
D. OTHER Specify type of modification and authority)							
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return copy to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
The purpose of this modification, PA06, is to change the submission date as required by the attached Section G.5.3 of the USA Contact IDIQ contracts, for the Special Hiring Report as follows: 1. This modification changes Line 3796 of Contract GS00V08PDD0072; the requirement for submission of the Special Hiring Report is modified from the tenth (10th) workday of the month to the fifteenth (15th) workday of each month. Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				Brenda M. Walker			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)				(b) (6)		2/24/2011	
				BY (Signature of Contracting Officer)			

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE 1 OF 1 PAGES
2. AMENDMENT/MODIFICATION NO. <b>PO07</b>		3. EFFECTIVE DATE <b>03/11/2012</b>		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY General Services Administration Central Office Contracting Division (MVS) 1275 First Street, NE, Room 791E Washington, DC 20417		7. ADMINISTERED BY (If other than Item 6) Same as Block 6	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code)				9A. AMENDMENT OF SOLICITATION NO.	
<b>HP Enterprises Services, Inc.</b> <b>13600 EDS Drive</b> <b>Herndon, VA 20171</b>				9B. DATED (SEE ITEM 11)	
				(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
				10B. DATED (SEE ITEM 13) <b>03/11/2008</b>	
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required) See Block 14					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER Specify type of modification and authority <b>X FAR Part 52.217-9 Option to Extend the Term of the Contract</b>					
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
1. The purpose of this modification PO07 is to exercise the 2 <sup>nd</sup> Option Period for a two year period of performance and incorporates the ban on text messaging clause as follows: a. Option Period Two and the terms and conditions of Contract No. GS00V08PDD0072 is hereby exercised, extending the period of performance from 03/11/2012 through 03/10/2014. b. FAR Clause 52.223-18, Encouraging Contractor Policies to Ban Text Messaging While Driving (AUG 2011) is hereby incorporated into this contract by reference.  Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			<b>Brenda M. Walker</b>		
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA	
(Signature of person authorized to sign)				(b) (6) BY _____ (Signature of Contracting Officer)	
				16C. DATE SIGNED <b>3/8/2012</b>	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE		PAGE 1 OF 1	
2. AMENDMENT/MODIFICATION NO. <b>PA08</b>		3. EFFECTIVE DATE <b>07/19/2012</b>		4. REQUISITION/PURCHASE REQ NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY General Services Administration Central Office Contracting Division (H1EA) 1275 First Street, NE, Room 791E Washington, DC 20417		CODE <b>H1EA</b>		7. ADMINISTERED BY (If other than Item 6)		CODE	
				Same as Block 6			
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)						9A. AMENDMENT OF SOLICITATION NO.	
HP Enterprises Services, Inc. 13600 EDS Drive Herndon, VA 20171						9B. DATED (SEE ITEM 11)	
						(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
						10B. DATED (SEE ITEM 13) <b>03/11/2008</b>	
CODE		FACILITY CODE					
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) See Block 14							
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF							
D. OTHER Specify type of modification and authority)							
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
1. The purpose of this modification PA08 is as follows: a. The Contracting Officer Representative (COR) for the USA Contact Program is hereby changed from Henry Lai to Barbara Walton, effective date of this modification.  Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				Brenda M. Walker			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)				BY (b) (6)		7/25/2012	
				(Signature of Contracting Officer)			



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. <b>PO09</b>		3. EFFECTIVE DATE <b>03/11/2014</b>		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY General Services Administration Internal Acquisition Division (HIEB) 1800 F Street, N.W., Room 6323 E Washington, DC 20405		7. ADMINISTERED BY (If other than Item 6) Same as Block 6	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) <b>HP Enterprise Services, LLC</b> <b>13600 EDS Drive</b> <b>Herndon, VA 20171-3225</b>				9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
CODE				10B. DATED (SEE ITEM 13) <b>03/11/2008</b>	
FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment. (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF					
D. OTHER Specify type of modification and authority) <b>X FAR Part 52.217-9 Option to Extend the Term of the Contract (MAR 2000)</b>					
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return <u>copy</u> to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
<p>The purpose of this modification PO09 is to exercise the 3rd Option Period for a two year period of performance as follows:</p> <p>a) Option Period Three and the terms and conditions of Contract No. GS00V08PDD0072 is hereby exercised, extending the period of performance from 03/11/2014 through 03/10/2016.</p> <p>Except as provided herein, all terms and conditions of this contract remains unchanged and in full force and effect.</p>					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			Brenda M. Walker		
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA	
(Signature of person authorized to sign)				BY (b) (6)	
				(Signature of Contracting Officer)	
				3/6/2014	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   1
2. AMENDMENT/MODIFICATION NO. PA-10	3. EFFECTIVE DATE 3/11/2016	4. REQUISITION/PURCHASE REQ. NO. N/A	5. PROJECT NO. (IF APPLICABLE)
Code GENERAL SERVICES ADMINISTRATION GOVERNMENT CONTRACTING DIVISION 1800 F STREET NE - 6 <sup>TH</sup> FLOOR WASHINGTON, DC 20405		Code 7. ADMINISTERED BY (If other than Item 6) GENERAL SERVICES ADMINISTRATION GOVERNMENT CONTRACTING DIVISION 1800 F STREET NE - 6 <sup>TH</sup> FLOOR WASHINGTON, DC 20405	
8. Name and Address of Contractor (No., street, county, State and ZIP Code)  HP ENTERPRISES SERVICES, INC. 13600 EDS DRIVE HERNDON, VA 20171		(x)	9A. AMENDMENT OF SOLICITATION NO.  9B. DATED (SEE ITEM 11)  10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0072 10B. DATED (SEE ITEM 13) 03/11/2008
CODE	FACILITY CODE		

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

<input type="checkbox"/>	The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers	<input type="checkbox"/>	is extended	<input type="checkbox"/>	is not extended
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Offer's must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	FAR 52.217-9 - OPTION TO EXTEND THE TERM OF THE CONTRACT

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return two (2) copies to the issuing office.

**OPTION TO EXTEND**

- The purpose of this modification is to exercise Option Period Four (4) and the terms and conditions of Contract GS00V08PDD0068 is hereby exercised, extending the period of performance from March 11, 2016 through March 10, 2018.
- All other terms and conditions remain unchanged

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Vivian M. Fields Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (b) (6) FIELDS	16C. DATE SIGNED
BY _____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   1
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2. AMENDMENT/MODIFICATION NO. PA-11	3. EFFECTIVE DATE 2/3/2016	4. REQUISITION/PURCHASE REQ. NO. N/A	5. PROJECT NO. (IF APPLICABLE)
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Code	7. ADMINISTERED BY (If other than Item 6)	Code
GENERAL SERVICES ADMINISTRATION GOVERNMENT CONTRACTING DIVISION 1800 F STREET NE - 6 <sup>TH</sup> FLOOR WASHINGTON, DC 20405	GENERAL SERVICES ADMINISTRATION GOVERNMENT CONTRACTING DIVISION 1800 F STREET NE - 6 <sup>TH</sup> FLOOR WASHINGTON, DC 20405	

8. Name and Address of Contractor (No., street, county, State and ZIP Code)	(x)	9A. AMENDMENT OF SOLICITATION NO.
HP ENTERPRISES SERVICES, INC. 13600 EDS DRIVE HERNDON, VA 20171		9B. DATED (SEE ITEM 11)
CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0072
FACILITY CODE		10B. DATED (SEE ITEM 13) 03/11/2008

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers	<input type="checkbox"/> is extended	<input type="checkbox"/> is not extended.
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Offer's must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 43.1039b)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return two (2) copies to the issuing office.

**ADMINISTRATIVE CHANGE**

Referencing Modification #10 - Block 13: Option to Extend Description: the contract number referenced in that section should be GS00V8PDD0072 instead of GS00V8PDD0068.

All other terms and conditions remain unchanged

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Vivian M. Fields Contracting Officer		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (b) (6)	16C. DATE SIGNED
BY _____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)	



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE		PAGE OF PAGES 1   1	
2. AMENDMENT/MODIFICATION NO. <b>PA12</b>		3. EFFECTIVE DATE <b>SEE BLK. 16C</b>		4. REQUISITION/PURCHASE REQ. NO. <b>N/A</b>		5. PROJECT NO. (IF APPLICABLE)	
Code <b>GENERAL SERVICES ADMINISTRATION INTERNAL ACQUISITION DIVISION 1800 F STREET NE - 6<sup>TH</sup> FLOOR WASHINGTON, DC 20405</b>				Code <b>GENERAL SERVICES ADMINISTRATION INTERNAL ACQUISITION DIVISION 1800 F STREET NE - 6<sup>TH</sup> FLOOR WASHINGTON, DC 20405</b>			
8. Name and Address of Contractor (No., street, county, State and ZIP Code)  <b>HP ENTERPRISES SERVICES, INC. 13600 EDS DRIVE HERNDON, VA 20171</b>				(x) <b>X</b>		9A. AMENDMENT OF SOLICITATION NO.	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO. <b>GS00V08PDD0072</b>	
						10B. DATED (SEE ITEM 13) <b>03/11/2008</b>	
CODE		FACILITY CODE					
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended <input checked="" type="checkbox"/> is not extended.							
Offer's must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning <u>2</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>							
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
D. OTHER (Specify type of modification and authority) x FAR CLAUSE 43.103(b).							
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return two (2) copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
<b>Administrative Modification - Transfer of GSA USA Contact IDIQ Contract</b>							
<b>The purpose of this modification is as follows:</b>							
<b>A. The Contracting Officer for the GSA USA Contact IDIQ Contract is hereby changed from Vivian Fields to:</b> <b>Darrick Early</b> <b>Supervisory Contract Specialist</b> <b>Assisted Acquisition Services Division</b> <b>1800 F Street NW</b> <b>Washington, DC 20405-0001</b> <a href="mailto:darrick.early@gsa.gov">darrick.early@gsa.gov</a> <b>202-596-0394</b>							
<b>B. Except as provided herein, all other terms and conditions remain unchanged and in full force and effect.</b>							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				<b>Vivian M. Fields</b> <b>Contracting Officer</b>			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
BY _____ (Signature of person authorized to sign)				BY <b>(b) (6)</b> (Signature of Contracting Officer)			